



## **Schedule 2 – Complaints Procedure**

### **Reporting a Complaint**

- If you encounter any issues during your stay, we encourage you to report the matter as soon as possible. Complaints should be made in writing via email to [info@deer-view.co.uk](mailto:info@deer-view.co.uk).
- 1.2. Please provide the following details when submitting a complaint:
  - Full name and contact details.
  - Booking reference number.
  - Description of the issue, including dates and times, if applicable.
  - Photographs or other evidence, where relevant.

### **Response Time**

- We will acknowledge receipt of your complaint within 24 hours.
- Our aim is to resolve the issue promptly and efficiently. We will provide a full response within 72 hours after receiving your complaint. If the issue requires further investigation or involvement of third parties, we will keep you informed of the progress and expected resolution time.

### **Resolution Process**

- If the complaint is regarding the cleanliness, amenities, or functionality of the property, we will endeavour to rectify the issue as soon as possible. This may involve sending maintenance staff or a cleaning team to the property.
- If the complaint pertains to noise or disturbances caused by neighbouring properties or other external factors, we will communicate with the relevant parties and take reasonable steps to address the situation.
- If the complaint relates to a serious breach of the agreement or other legal matters, we may escalate the issue to legal professionals, and you will be kept informed of any such actions.

### **Unresolved Complaints**

- In the event that a complaint cannot be resolved to your satisfaction, we will provide you with a written statement outlining our final position.
- If you remain dissatisfied, you may choose to escalate the complaint to a relevant third-party mediator or seek independent legal advice.



## **Conduct During the Complaints Process**

- We ask that all communications during the complaints process remain respectful and constructive.
- Any form of abusive, threatening, or inappropriate behaviour may result in immediate termination of the booking, and the involvement of law enforcement, if necessary.

## **Compensation and Refunds**

- Compensation or refunds may be considered on a case-by-case basis, depending on the nature and severity of the complaint. Any such decisions are at the sole discretion of the property owner/manager.
- Any agreed refunds will be processed within 14 days of the agreement being reached.

