

## COMPLAINT RESOLUTION

We hope that you will enjoy your holiday home ownership, however, we understand that sometimes things go wrong. Butlin's Minehead is a member of the NCC and as such is required to maintain a clear and formal written complaint procedure and take effective and immediate action to try and resolve any customer complaint.

If you want to make a complaint, our formal complaint procedure is as follows:

**STEP 1** A complaint can be made in person, by telephone or in writing to the Park Manager or Resort Director at Butlin's Minehead, Warren Road, Minehead, TA24 5SH or, alternatively, you can send an email to [caravanadmin.minehead@butlins.com](mailto:caravanadmin.minehead@butlins.com)

**STEP 2** We will acknowledge your complaint, in writing or by phone, within 5 days of receipt.

**STEP 3** We will carry out a full Investigation and issue an initial response or final decision, in writing, as soon as possible or at the latest within 14 days of complaint receipt\*

**STEP 4** If we issue an initial response and you notify us that it does not resolve your complaint, we will issue a final decision, in writing, as soon as possible or at the latest within a further 28 days\*

\*If we need more time to investigate and manage your complaint (e.g., because it involves another party, further issues have been raised, or the complaint is complex), we will provide written reasons why and an estimate of the date when we expect to be able to issue an initial response or final decision.

We will keep you informed either by letter or email, whichever you prefer.

We are happy to liaise, at your request with anyone acting formally on your behalf such as Trading Standards or the Citizens Advice Consumer Service.

Any final decision will include details of the NCC Informal Dispute Resolution Service and the Independent Case Examiner (the ICE) in case you require independent redress. Please note that the ICE will only consider complaints that have been sent to, and considered by, the NCC Informal Dispute Resolution Service first. If you are not satisfied with our final decision, or if we exceed the response timescales, you should then refer your complaint to the NCC for informal dispute resolution. If this fails to resolve your complaint or if the NCC Informal Dispute Resolution Service is not able to handle your complaint, your complaint may be eligible for escalation to the ICE. We will cooperate fully with the Examiner during an investigation and comply with his final decision which is binding on us both. Please note an administration fee of £60 (including VAT) will be charged by the NCC should you wish to use the Examiner service. This fee is only refundable if the Examiner finds in your favour, subject to his discretion. There are no other charges to you for using this service.

Our complaints log is available for inspection by the NCC on request.

### Complaints relating to the sale of finance

Butlins Skyline Limited is authorised to carry out credit brokering activities as an appointed representative of Andrew Smith (t/a Citrus Compliance) which is authorised and regulated by the Financial Conduct Authority (Financial Services Register no. 826675). If you wish to complain about the sale of finance, please contact Citrus Compliance by calling 0800 688 9934 or emailing [admin@citruscompliance.co.uk](mailto:admin@citruscompliance.co.uk).

You may choose to exercise any rights you may have to refer the matter to the Financial Ombudsman Service, we will co-operate fully with the Ombudsman in resolving any complaints and agree to be bound by any awards made by the Ombudsman. We undertake to pay promptly any fees levied by the Ombudsman.

The Ombudsman's contact **details are:**

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad).

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)