TING DENE GROUP

COMPLAINTS PROCEDURE & POLICY

PARKS | MARINAS | BOAT SALES | HOLIDAY PARKS | WATERFRONT LIVING

COMPLAINTS PROCEDURE & POLICY

Each of our customers is important to us and we believe you have the right to a fair, swift and courteous service at all times.

Tingdene Group recognises the value in complaints and will accept complaints openly. A complaint is seen as an opportunity to review and evaluate the service we deliver and provide.

Our complaints procedure is clear and precise, and we hope that it will provide you, our customer, the confidence that your complaint will be treated confidentially and with no retribution.

FULL AND FAIR INVESTIGATION

Our aim is to satisfy complaints with our first response and provide frank and honest responses to any complaints raised.

There are occasions where a customer feels so aggrieved with a particular experience that they feel the need to speak to a Manager or a Company Director. Whilst we will always endeavour to consider these requests, we would ask you to follow our complaints procedure in the first instance in order for your complaint to be dealt with in a consistent manner.

Additionally our onsite teams are best placed to log a complaint, record your experience and offer a resolution. Our Managers are kept up to date with customer correspondence and will take appropriate action where necessary to improve our services as a result of complaints received.

We expect our customers to maintain a level of courtesy and politeness whilst we are given the opportunity to resolve their complaint. We do not expect our employees to tolerate verbal abuse or threats or any other manner of intimidating behaviour from our customers. Should instances of this nature occur, our employees have our full support in terminating a telephone call, or written correspondence.

If, in the unlikely event that this escalates to a situation where we are receiving abusive or threatening calls and letters from a specific person, we will take appropriate action and notify the police and our solicitors.

We have a duty to ensure the welfare of all our employees, and are grateful for our customers' cooperation in this regard.

We reserve the right to terminate any correspondence or communication that we believe to be unreasonable, aggressive or abusive, and which specifically diverts resources.

QUALITY OF RESPONSE

Whenever possible, a complaint will be handled by one member of our team from receipt to reply and it will address the points you raise. All complaints will be fully and fairly investigated. We will make reasonable endeavours to address all issues raised.

COMPLAINTS PROCEDURE

Complaints may be made in person, over the telephone or in writing. In the first instance you should report your complaint to the onsite office where we will endeavour to resolve your complaint as quickly as possible.

We will acknowledge your complaint promptly.

Anonymous complaints will not be accepted.

Your complaint, once received, will be recorded in the Complaints Record and the matter will proceed to investigation. Your complaint will be treated seriously and will be dealt with initially at an operational on-site level with the aim of resolving your complaint promptly.

If we are unable to resolve your complaint immediately, we will investigate your complaint and endeavour to send a final response to you within 14 days of receipt of your initial complaint. If we are unable to provide you with a final response within this time we will send you an update.

If we are unable to provide you with a full response after a total of 28 days from the date of your initial complaint and we send you an update, that update will provide you with details of our intended action and the associated timescales. We will continue to correspond with you at regular intervals until we are able to provide you with a final response.

If you feel you are unhappy with our response and you feel that your complaint has not been resolved, we will direct you to an appropriate Alternative Dispute Resolution (ADR).

CONSUMER CREDIT & CREDIT-BROKING COMPLAINTS PROCEDURE

If your complaint relates to a consumer credit service or credit-broking activity provided by Tingdene Holiday Parks Limited (under CCL 628949) or credit-broking activity provided by Tingdene Boat Sales Limited (under CCL 614510) we operate a specific complaints policy as set out by relevant guidelines.

Specifically in relation to consumer credit or credit-broking complaints:

We will acknowledge your complaint promptly following receipt, enclosing a copy of these procedures.

If you make an oral complaint, our written acknowledgement will set out our understanding of your complaint.

If we have reasonable grounds to be satisfied that another firm may be solely or jointly responsible for the allegation(s) made, we will promptly forward the complaint or the relevant part of it to that firm. We will write to you to confirm our actions and provide contact details of the firm concerned.

Where we are able to resolve your complaint by the close of three business days following receipt, and this is to your satisfaction, we will issue a written summary of our findings and their conclusion. If having received this letter you remain dissatisfied, you may refer the issue to the Financial Ombudsman Service (FOS):

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

T: 0800 0234 567
W: www.financial-ombudsman.org.uk

If your complaint cannot be resolved by the close of three business days following its receipt, you will receive our written acknowledgement setting out our understanding of your complaint and enclosing a copy of these procedures, and we will ensure that you are regularly kept informed of our progress with regards to the investigation into your complaint.

We will endeavour to send you our Final Decision Letter; addressing your concerns and providing you with our decision within 8 weeks, or keep you informed of the progress of your complaint if not resolved before then.

Where we are unable to provide you with our Final Decision Letter, we will send you confirmation of this in writing along with an explanation as to why we have been unable to complete our investigations within this time scale. We will confirm when you can next expect contact from us.

Where we are still unable to complete our investigations within 8 weeks of your complaint, we will send confirmation of this in writing along with an explanation as to why we have been unable to complete our investigations within this timescale. We will confirm when you can next expect contact from us.

At this stage, you may also refer your complaint to the Financial Ombudsman Service. We will provide you with a copy of the Financial Ombudsman Service leaflet; 'your complaint and the ombudsman'.

We will continue to investigate the complaint until we are in a position to send you our Final Decision Letter. If your complaint is upheld, we will provide you with fair compensation for any acts or omissions for which we are responsible.

Once you have received our Final Decision Letter, if you are unhappy with our handling of your complaint; you can refer the matter to the Financial Ombudsman Service at the address provided above.

You must refer the matter to the Financial Ombudsman Service within 6 months of the date of our Final Decision Letter. A copy of the Financial Ombudsman Service leaflet 'your complaint and the ombudsman' will be included with our Final Decision Letter.

We shall deem the matter closed when:

- We have resolved your complaint by the close of three business days from receipt to your satisfaction, and issued a written summary confirming the outcome of our investigation
- Our investigation has been completed and a Final Decision Letter has been sent to you, or;
- Where you have indicated, in writing, acceptance of any earlier response, where appropriate.

HOLIDAY PROPERTY COMPLAINTS

If your complaint relates to a holiday property / property owned by Tingdene Group, you can write to:

Property Ombudsman
Millford House
43-55 Millford Street
Salisbury
Wiltshire
SP1 2BP

T: 01722 333306
W: www.tpos.co.uk

HOLIDAY PROPERTY COMPLAINTS

If our onsite team is unable to resolve your complaint or you are dissatisfied with the final response you have received, you should contact our Head Office by selecting the Tingdene business unit you wish to talk to us about.

CONFIDENTIALITY

We will not divulge confidential information to third parties unless we have your written consent. We may however divulge some or all of your details without consent where it is necessary for us to fulfil our own legal obligations..

TINGDENE CUSTOMER SERVICES

Please visit our customer services website to contact us online and/or lodge a complaint:

www.tingdenecomplaints.co.uk

Tingdene Group, 34-36 Bradfield Road, Finedon Road Ind Estate, Wellingborough NN8 4HB

Tel: 01933 449090






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