



Complaints Procedure – Henry Adams Holiday Cottages Ltd

If you have a complaint, then this note sets out the procedure we will follow in dealing with that complaint.

- 1.** The Director of the Holiday Cottages Department, Mrs Laura Nix has been appointed to deal with complaints and you should not hesitate to contact her.
- 2.** If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.
- 3.** Once we have received your written summary of the complaint, we will contact you in writing within seven (7) days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.
- 4.** Within twenty one (21) days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and let you know what actions have been, or will be taken.
- 5.** If you are dissatisfied with any aspect of our handling of your complaint you should contact Mr Ian Wiggett, Chief Executive at Henry Adams Holiday Cottages, 15 North Street, Emsworth, Hampshire, PO10 7BY. Telephone 01243 375893 e-mail: ian.wiggett@henryadams.co.uk, who will conduct a separate review and contact you within fourteen (14) working days to inform you of the conclusion of this review.

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