

Group Retreats Limited

Complaints Policy

This Policy

This policy explains how:

- you, the customers, can raise a complaint about our services; and
- how we will deal with complaints.

We will always aim to provide high quality services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right and as such, it is important that you can raise any issues or complaints with us.

How to make a complaint

If you would like to make a complaint, you can do so via email to: support@groupretreats.co.uk

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of services we have provided to you
- Any order or reference numbers we have provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

What to expect

Complaints will be processed and looked at during our business hours which are:

Monday-Friday 9-5

Complaints will be dealt with by our designated complaints handling team.

Acknowledgement

We will acknowledge your complaint within 2 business days of our receipt of it.

Investigation

We will then conduct a thorough investigation into your complaint. We may need to contact you in order to obtain further details during the investigation.

Response

A response to your complaint will ordinarily be provide to you via email.

We will ordinarily provide the full response within 28 business days of our receipt of your complaint. Sometimes, the investigation may take longer. If this is the case we will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

We may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Credit or vouchers
- A discount code for future services
- Provision of the services again

We will offer the solution which we judge is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

Any solution offered will be considered our full and final decision.

If we do not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved in this manner, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Please contact us if you wish to invite us to engage in any method of Alternative Dispute Resolution. Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.

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