

## Complaints Procedure

Boatfolk are committed to providing the highest standard of service to all our clients, contractors and the general public.

In the unlikely event that you are not satisfied with the level of service we have provided, we will endeavour to resolve your complaint as quickly as possible.

If at any time you feel that we have not provided you with a satisfactory explanation you may either contact the manager of the branch/office you normally deal with or alternatively, Boatfolk's head office at:

Boatfolk Marinas Limited  
Deacons House  
Deacons Marina  
Bridge Road  
Bursledon  
Southampton  
SO31 8AZ

Or Email: [info@boatfolk.co.uk](mailto:info@boatfolk.co.uk) - highlighting "Complaint" in the subject matter

Whether you contact the relevant Manager or Head Office, your complaint will be handled as follows:

1. An internal complaint investigator with the requisite knowledge and experience will investigate your complaint.
2. The person investigating your complaint will have the authority to respond fully to the complaint.
3. The response will address all issues identified in your complaint.
4. Appropriate redress will be offered to you should the complaint be upheld.

Boatfolk is committed to the following procedures and time limits when dealing with a complaint:

1. Please provide complaints in writing either via email or post.
2. Your complaint should be directed to the branch/office that you normally deal with in the first instance. If your complaint is not resolved to your satisfaction, please forward it to Head Office.
3. Wherever possible complaints will be resolved within 3 business days of receipt of the complaint.
4. Where it is not possible to resolve the complaint within 3 business days:
  - A written acknowledgement of the complaint, or, if possible, a final response will be sent to you within 5 business days of its receipt. This will provide the name and job title of the person assigned to handle the complaint.
  - Throughout the course of our investigation, we will ensure that you are kept fully informed of the progress of your complaint.

- Within 4 weeks of receiving the complaint we will write to you with either a final response or advise that it has not yet been possible to resolve the complaint, indicating when we will expect to be able to provide a final response.
- Within 8 weeks of receiving the complaint we will write to you again with a final response, or a response explaining why it has still not been possible to resolve the complaint, give reasons for the delay and indicate when we will expect to be able to provide a final response.