



Complaints Procedure

At Campbell Wharf Marina, we try to ensure that you receive the best possible service at all times, but we know that we don't always get things right first time. If you are not completely happy about something, we would like to hear about it straight away so that we can try to put it right for you and improve our service.

We take every complaint seriously. This means that if you want to make a complaint, we will give it our full attention and we will make sure it's dealt with by someone with the right knowledge and experience.

What to do if you have a complaint

If you're not happy with any aspect of our service or products, you should address your complaint in the first instance to the Duty Manager at the marina. You can contact the Duty Manager in a number of ways:

- **In person:** You can raise your complaint with the Duty Manager at the Marina Reception. Or you can let any member of staff know that you wish to raise a complaint and they will put you in touch with the Duty Manager.
- **By phone:** You can call the Marina Reception at any time and ask for the Duty Manager. If they are not available, they will call you back.
- **In writing:** You can send a written complaint via email or letter to the marina, the relevant details can be found on our contact page.

What we'll need to know

To help us to get to the heart of your complaint straight away we need as much information as possible, including the following details:

- Your contact details, including any daytime phone numbers.
- What your complaint is about.
- Any names or dates you've noted if you've already spoken to someone about this problem.
- Any losses you've suffered.
- What you'd like us to do to put things right.

What will happen next?

- We will send you a written acknowledgement of receipt of your complaint within three days of receiving it.
- We will aim to resolve your complaint within two weeks. If for some reason we can't resolve it in this time, we'll keep you regularly updated on our progress until it's all sorted.
- Once the complaint has been investigated, we will either send you a detailed written reply to your complaint or invite you to a meeting to discuss and hopefully to resolve your complaint.

What to do if you are still not happy

If for some reason we have not been able to resolve your complaint within two weeks, or you're not satisfied with the resolution, you can refer your complaint by writing to us at:

Neil Warren Land & Water Estates, Weston Yard, Albury, Surrey, GU5 9AF.

neil.warren@land-water.co.uk

Once we receive your complaint, we will aim to resolve it within one week. If we can't resolve your complaint within one week, we will contact you to let you know when we expect to be able to respond.

We will also provide the name and contact details for the person dealing with your complaint.