



## **Mammee Bay Villas Complaints Policy & Procedure**

Mammee Bay Villas aims to provide excellent services to our customers and partners. We will at all times aim to provide information that is accurate and true in print and image.

Mammee Bay Villas is committed to working with organisations and individuals that share our ethos and will not work with those that do not adopt good practice.

Although we hope that our customers are completely delighted with their experiences of and through Mammee Bay Villas, we recognise that there may be times when our customers may be less than satisfied. We will always view complaints, comments or compliments as service development influencers and as such encourage this form of customer feedback.

If a customer considers that he/she has cause for complaint concerning a villa represented, the matter should first be taken up with the villa representative immediately. If at this time satisfaction cannot be obtained the Customer should report the complaint either to our Island representative, who details are included with the Arrival Information, or directly to the Mammee Bay Villas UK office.

Complaints should always be reported to our head office within seven days of Villa departure. This is to ensure that complaint can be investigated effectively.

Complaints will be acknowledged within five working days of receipt

Complaints will be responded to within 20 working days of receipt.

Mammee Bay Villas will endeavor to resolve complaints as efficiently as possible. Where complaints are upheld, Mammee Bay Villas will make an offer of compensation.

If a customer is not satisfied with the outcome of the complaint or the compensation offered, , Mammee Bay Villas would agree to the involvement of an informal, independent arbitrator.

The customer may also choose to lodge a formal complaint with Trading Standards, or initiate formal arbitration through a professional arbitrator

Contact details are as follows:

### **Trading Standards**

[www.tradingstandards.co.uk](http://www.tradingstandards.co.uk)  
(visit this address to obtain details of your

nearest Trading Standards office)

**Chartered Institute of Arbitrators**

International Arbitration Centre,  
12 Bloomsbury Square, London WC1A 2LP  
email: [info@arbitrators.org](mailto:info@arbitrators.org)  
Tel: 020 7421 7444 Fax: 020 7404 4023