

# Complaints Policy

Last updated July 2018



## Complaints concerning ownership and holidays.

This policy outlines your rights in the unlikely event that you require to make a complaint with regards to Pure Leisure Group Limited.

### 1. Our Complaints Procedure

Great customer service is at the heart of everything we do, but we understand we may not always get it right. If you are ever unhappy about any aspect of owning or staying with us we'd like to hear from you.

If you have any issues please contact, in the first instance, the Park Team. If they can't help they will be able to put you in touch with your General Manager.

If you would prefer to write a complaint then you will need to send this to your park address for the attention of General Manager, or simply e-mail them to the address found in your handover or welcome pack.

### 2. Unsatisfied with the outcome

If after contacting the park you are unhappy with the outcome you can contact us by email at [customer.relations@pureleisuregroup.com](mailto:customer.relations@pureleisuregroup.com)

or by post at:  
Customer Relations Department,  
Pure Leisure Group Limited,  
South Lakeland House,  
A6, Yealand Redmayne,  
Carnforth, Lancashire LA5 9RN.

Please give us as much information about the complaint as possible (including details of your communication with the park,) and let us know the best way for us to contact you.

### 3. What we'll do about your complaint

If we are unable to resolve the complaint immediately, we'll send you written acknowledgment of receipt of the complaint within 5 business days.

If we require more information, we will get in touch with you via email. Our complaint resolution target is within 28 working days of us receiving your complaint.

### 4. Our commitment to you

We are fully committed to providing a great service and this absolutely includes when

you're making a complaint. We are committed to treating you fairly and transparently, and to dealing with your concerns as quickly as we can.

## Complaints concerning 3rd party finance.

This policy outlines your rights in the unlikely event that you require to make a complaint with regards to your introduction to a 3rd party lender.

### 1. How to complain

You can contact us by email at [customer.relations@pureleisuregroup.com](mailto:customer.relations@pureleisuregroup.com) or by post at:

Complaints Department  
Pure Leisure Group,  
South Lakeland House,  
A6, Yealand Redmayne,  
Carnforth, LA5 9RN.

Please give us as much information about the complaint as possible (including your application number if you have it available) and let us know the best way for us to contact you.

### 2. What we'll do about your complaint

If we are unable to resolve the complaint immediately, we'll send you written acknowledgment of receipt of the complaint within 5 business days along with a copy of this policy.

If we require more information, we will get in touch with you via your preferred means of communication. Please feel free to contact us by phone, email or post if you require any information with regards to the complaint. Our complaint resolution target is within 40 days of us receiving your complaint and we will certainly provide you as a minimum a progress update within this timeframe.

### 3. Our commitment to you

We are fully committed to providing a great service and this absolutely includes when you're making a complaint. We are committed to treating you fairly and transparently, and to dealing with your concerns as quickly as we can. If you want to speak to someone about our complaints procedures or the way we have handled a complaint, please give us a call on 01524 781918.

## 4. What to do if you're not happy with Pure Leisure's response

The Financial Ombudsman Service (FOS) is an independent and impartial organisation that helps to settle disputes between consumers and financial services businesses, like us. If you are not happy with our final decision about your complaint, you can refer your complaint to FOS.

For FOS to look into your complaint you must have tried to resolve it with us first or it must have been over 8 weeks since you first raised your complaint. We will send you full details about the FOS with our final decision letter.

### You can contact FOS:

#### By Phone:

0800 023 4 567

(calls to this number are free on mobile phones and landlines) or  
0300 123 9 123 (calls to this number cost no more than calls to 01 or 02 numbers).

#### By Email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk);

#### By Post:

Financial Ombudsman Service,  
Exchange Tower,  
London, E14 9SR

#### By Visiting Its Website:

<http://www.financial-ombudsman.org.uk>