

# **Complaints & Feedback Policy**

This policy explains how to raise a concern, how feedback is handled, and the steps taken to resolve issues fairly and efficiently. It ensures concerns are addressed calmly, consistently, and transparently.

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## **1. Our Approach**

We aim to provide a positive experience for all guests. If something does not meet expectations, we welcome the opportunity to put it right and improve our service.

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## **2. Raising a Concern**

If you experience an issue during or after your booking, please contact us as soon as possible using the details provided in your booking confirmation.

When raising a concern, please include:

- your name and booking details
- the date and time of your booking
- a clear description of the issue
- photographs where relevant

Providing clear information helps us review concerns efficiently.

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## **3. Response Timeframe**

We aim to:

- acknowledge concerns within 2 working days
- investigate and respond fully within 5 working days where possible
  - Our office working hours are Mon-Fri 0830 - 1700

More complex matters may require additional time. If so, we will keep you informed.

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## **4. Investigation & Resolution**

When reviewing a concern, we may:

- review booking records and communications
- review CCTV footage where relevant
- assess photographs or supporting information
- contact you for clarification if needed

Where appropriate, we will propose a fair resolution.

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## **5. Escalation Process**

If you feel your concern has not been resolved satisfactorily, you may request a further review.

A senior review will reassess the matter to ensure it has been handled fairly and in line with our policies.

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## **6. Feedback & Suggestions**

We welcome constructive feedback and suggestions to help improve the experience at Tovah. Positive feedback is also appreciated and helps other families book with confidence.

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### **✓ Agreement**

By raising a concern, you agree to engage respectfully and provide accurate information to support a fair review.