



FORMAL FEEDBACK PROCESS

Our commitment to you

We put the same high standards of care and attention into looking after our customers as we do into looking after your vessels. However, we do appreciate that sometimes things can go wrong and so we take feedback very seriously. If you have any positive or negative feedback, we do ask you to let us know so that we may have the opportunity to resolve the issue for you and learn from it.

Service requests

Although we hope there will be no issues in our Marina, Holiday or Fitness businesses, if you want to tell us about a concern at any marina, holiday park or gym of which we are not yet aware, please use the feedback form so your feedback can be received by the best person to resolve it.

<https://www.mdlmarinas.co.uk/feedback/>

If we are able to resolve your issue and you are happy with the outcome, then you need not use our formal feedback process. If, however, you are not satisfied that the issue has been resolved or handled to your satisfaction, you may wish to make a formal contact.

You can do this by using our **formal feedback and escalation process**. If you have some feedback that we have –

- Failed to do something we should have done or done it badly.
- Treated you unfairly or discourteously, or not resolved or suitably progressed an issue or service request in a timely manner (where possible, within 14 calendar days).

Then please do raise it with us and allow us the opportunity to put it right.

We have robust processes to ensure that your feedback is investigated locally by site or regional management team, who are best placed to deal with any issues relating to your Marina, holiday park or fitness experience. Our

business is comprised of 18 marinas, 2 holiday parks and 1 gym, each headed by a Regional Manager who reports to our Head of Operations.

Our Head of Operations reports directly to our Operations Director with support from our other 3 other Directors.

All feedback that requires a response must be completed online using the feedback form via our website. If it cannot be resolved by our site management team, we will allocate it to the appropriate Regional Manager. This response will explain the Company's final position in relation to the matters raised.

Please note.

If a new formal piece of feedback is received, it will always be referred to the Head of Operations so that it may be dealt with in accordance with this complaints process.

Updating you on the progress of your complaint we aim to resolve complaints with minimum delay and will provide you with updates at the following set points:

- The start date for your complaint will be the first business day after it has been received.
- Within 2 working days of the complaint start date we will write to acknowledge your complaint.
- Within 10 calendar days of the complaint start date we will write to provide our decision or outline how we will investigate your concerns.
- If your complaint remains open 14 calendar days after the complaint start date, we will write to update you on each item raised.

This will include:

- Where an item has been resolved, what action has been taken to do so.
- Where an item is not resolved but further time is needed to look into the matter, the estimated time within which a decision will be reached together with a brief explanation as what further steps are required and why.
- Where an item is not accepted, a clear explanation for our decision.