



## 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 Operations Director with support from our 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 Directors 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.

## Vexatious Communications Policy

MDL Marinas reserves the right to identify and manage vexatious communications. A communication may be deemed vexatious if any of the following apply:

- Persistent contact about the same issue after receiving a final response
- Multiple simultaneous complaints to different departments, staff members, or board members
- Demands for unreasonable or impossible outcomes
- Excessive volume of contacts that impede normal operations
- Behaviour towards employees or related third parties that is abusive, threatening or intimidating, and/or includes personal attacks or hostile content and/or contains malicious or unfounded accusations
- Use of discriminatory language or harassment based on protected characteristics

In such cases, MDL Marinas may:

- Restrict communication to a single point of contact
- Require all contact to be in writing
- Limit the frequency of communications
- Issue a final response after which no further correspondence about the matter will be entered into
- Implement the provisions of the Marina Code of Conduct where applicable
- Report the communications to the police if appropriate

The decision to declare a complainant vexatious will be taken by a panel of three of the Directors of Marina Developments Ltd. The decision will be communicated directly to the individual by one of the Directors. The MDL Board will be notified where necessary. An appeal against this decision can be made to the Managing Director who will take evidence and consider the appeal in whatever way (s)he deems appropriate.

If vexatious behaviour continues, MDL Marinas may in addition:

- Cease responding to communications about previously addressed matters
- Implement contact restrictions
- Take appropriate legal action if necessary

This policy ensures efficient resource use while maintaining our commitment to addressing legitimate concerns. Any decision to apply the Vexatious Communications Policy will be reviewed annually by the Directors, and a decision will be made whether to lift the restrictions or whether to continue with them for a further period.