



Complaints Procedure

www.staycay.uk | info@staycay.uk

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 - Your Complaint

Address

Please put your complaint in writing either by letter or email and address it to Hope Mckendrick (Joint Managing Director). Please include as much detail as possible, including dates, names of any members of staff you dealt with and, where you are able to, enclosing/ attaching any supporting evidence.

Staycay, Suite A 2nd Floor,
Osprey House, Broadway,
Media City,
M50 2UE
Email: info@staycay.uk

Stage 2 - Our Acknowledgement

Timescale

Your complaint will be acknowledged and we will start our in house complaints process.

Within 3 working days of receiving your complaint.

Stage 3 - Our Investigation

Timescale

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Within 10 working days of receiving your complaint.



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Stage 4 - The Property Redress Scheme

Timescale

If our final written response does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge.

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

The Property Redress Scheme contact details are as follows

Web: www.theprs.co.uk

Email: complaints@theprs.co.uk

By post at: The Property Redress Scheme Premiere House, 1st Floor Elstree Way Borehamwood WD6 1JH

You must refer your complaint once you have waited more than 8 weeks from the date of your written complaint for a response; and

It is still within one year from the last communication with you regarding this complaint.