



GoBritanya

**COMPLAINT POLICY
AND PROCEDURE**

You Satisfaction is Our Priority

QUICK CONTACTS

Speak to Residence Reception Team
or email **Residence Management Team**:



to complaint about **Residence** (residence-wide or common areas issue e.g. lift, reception, bike storage, games room, garden etc.)



to complaint about **Room Utilities and Facilities** (hot water, lights, electricity, wi-fi, fridge, furniture, maintenance etc.)

Email us at operations@gobritanya.com



To complaint about **Residence** and **Room** issues other than the ones mentioned above (e.g. booking confirmation, check-in information, assigned cluster, bedding and kitchen packs etc.)

Email us at book@gobritanya.com
or contact your **Accommodation Expert**:



to complain about **Service Provided**



to report **Technical Issue**



to report issue with **Payment System**



to report any **Other Issue**

HOW TO COMPLAINT STEP-BY-STEP

1 EARLY RESOLUTION AND INFORMAL PROCESS

- Report a problem as soon as possible.
- Use Quick Contact above to raise a Complaint.
- Complaint will be acknowledged within 48 hrs.

EARLY RESOLUTION RESPONSE

- Usually, a complaint is resolved within 2 weeks.
- If you remain dissatisfied, wish to escalate your case to management, you can raise a formal complaint.

3 FORMAL COMPLAINT PROCESS

- Please download a [Formal Complaint Form here](#).
- Fill the form in, send it to book@gobritanya.com.
- Complaint will be acknowledged within 7 days.

FORMAL COMPLAINT DECISION

- Our management will investigate the complaint and usually resolve it within 4 weeks.
- Complaint Decision email will state the outcome

COMPLAINT POLICY

STAGE 1: EARLY RESOLUTION AND INFORMAL PROCESS

When: Lodge a complaint within 3 weeks after the event.

How: You can complaint to the residence reception team, email residence management team, or email us at book@gobritanya.com.

Process:

- Stage 1 is aimed at resolving first instance complaints locally rather than escalating them to a management level.
- Most complaints are resolved by our first line support (book@gobritanya.com or Accommodation Expert), who will acknowledge the complaint within 48hrs and assist you in addressing it, or, alternately, pass it to a relevant team.
- We aim to resolve complaints within 14 days of acknowledging it.
- If you remain dissatisfied by the Stage 1 outcome, you can lodge a formal complaint.

STAGE 2: FORMAL COMPLAINT

When: Lodge a complaint within 3 weeks from the end of an attempt at Early Resolution.

How: Send the Formal Complaint Form to book@gobritanya.com.

Please note: We will not normally investigate issues as a formal complaint without the early resolution stage being followed.

Process: After you send us a formal complaint form, it will be acknowledged within 7 days and passed to our management for investigation. We aim to resolve formal complaint within 4 weeks from receiving the form, however, this timeframe is subject to complexity of the case.

DECISION ON YOUR COMPLAINT

Once the investigation into your complaint is complete, you will receive Complaint Decision email. If we decide to uphold a complaint, then the Complaint Decision will explain how and when any remedy will be implemented. If we reject your complaint, then the Complaint Decision will set out the reasons behind the rejection and explain any actions that were taken.

TERMS

Third Party Representation: We will not consider any complaint that is submitted by a third party unless we are satisfied that you have given that party your explicit permission to do so.

Frivolous, Vexatious, and Malicious Complaints: We have the discretion to terminate consideration of complaints that include: (1) Complaints which are obsessive, harassing, or abusive; (2) Complaints that the investigation has shown to be without foundation, or complaints where the investigation evidence demonstrates that the complainant knowingly lied; (3) Insistence on pursuing non-meritorious complaints and/or unrealistic outcomes (4) Insistence on pursuing what may be meritorious complaints in an unreasonable manner (5) Demands for redress which lack any serious purpose or value.