



Complaints Policy

Serene Spots are committed to meet our standards of providing high quality services. If we have shortened our expectations from our clients or have compromised on our expectations, we are keen to hear from our clients to improve.

While we rarely receive complaints about our service, we believe that it is essential for any quality-focused business to have a published Complaints Policy, which is clear for our clients and our staff.

We also encourage anyone who has been dissatisfied with our service in any way to let us know so that we can continue to improve.

Below is our complaints procedure:

Overall responsibility for this Complaints Policy and the implementation there of lies with the board of directors for Alpha Omega Estates T/A The Serene Spots at **Sky tax 37th Floor One Canada Square, Canary Wharf London, England, E14 5AA**

This Complaints Policy is regularly reviewed and updated as required.

If you have any cause to complain about us or any of our staff and your Complaint in any way relates to Our provision of the Services, then you agree in the first instance:

To put your complaint in writing to Serene Spots Ltd using the address above or by email address; and not to publish (or cause the publication of) Your complaint any more widely, whether orally to third persons, in writing to third persons or to the world at large through the internet.

We will investigate your complaint and give our considered response to it within 15 working days of Your complaint being received. This is stage 1 of our complaints process.

If you are unhappy with our response to your complaint, you can escalate your complaint to stage 2 of our complaints process. Your complaint will be investigated further by a senior member of our management team, who will give you a considered response within 21 working days of Your complaint being escalated.

Website: www.theserenespots.com Email: info@theserenespots.com



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If you still remain unhappy with our response to your complaint, you can escalate your complaint to stage 3 of our complaints process by referring your complaint to the Centre for Effective Dispute Resolution (“CEDR”) for the appointment by CEDR of an independent mediator to seek resolution through mediation.

To find out about the CEDR independent adjudication scheme, including its rules and guidance notes, please visit <https://www.cedr.com/consumer/assets-for-life/>

If you accept any settlement outcome offered by Us in Our written response to your complaint, then that settlement outcome will be implemented in full and final settlement, and the terms of the settlement shall remain private and confidential between the parties (or any legal advisors if applicable).

If you have any questions or require further information about any aspect of this Complaints Policy, please contact us by post using the address above or by email.

Complaints Team

The Serene Spots

Birmingham, UK

Website: www.theserenespots.com Email: info@theserenespots.com



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