

### 1. Purpose

This policy outlines the process for handling complaints to ensure transparency, accountability, and continuous improvement in sustainability and operational practices in alignment with EarthCheck Certified standards.

### 2. Scope

This policy applies to all stakeholders including employees, guests, suppliers, and the local community who may wish to raise concerns regarding the organisation's services, operations, or environmental and social practices.

### 3. Policy Statement

We are committed to:

- Responding promptly and respectfully to all complaints.
- Using feedback to improve our environmental, social, and cultural performance.
- Ensuring no retaliation or discrimination against complainants.

### 4. Responsibilities

- The **Operations Manager** is responsible for overseeing the complaint handling process.
- The **Duty Managers Team** assists in monitoring and reporting trends in complaints to management.

### 5. Process

1. **Submission:** Complaints can be submitted in person, via email, via post or any other online channel.
2. **Acknowledgement:** Complaints will be acknowledged within five working days.
3. **Investigation:** All complaints will be objectively investigated. If necessary, the complainant may be contacted for additional information.
4. **Resolution:** A formal response will be provided within 30 days. If a resolution cannot be achieved within this timeframe, updates will be provided.
5. **Documentation:** All complaints and outcomes will be documented and stored in our Loss of Revenue Tracker and profile updated on PMS.

### 6. Confidentiality

All complaints will be handled with strict confidentiality unless disclosure is required by law.

### 7. Accessibility

This policy is publicly available and communicated to all staff, guests, and stakeholders through internal training and visible notices in public areas.

### 8. Continuous Improvement

Feedback from complaints will inform revisions to our various policies and enhance our benchmarking performance.

### Additional Information

If you have any questions about this complaints policy or dealings with Whatley Manor, please contact us at:

**Phone** +44 1666 822 888  
**Email** [reception@whatleymanor.com](mailto:reception@whatleymanor.com)  
**Web** <https://www.whatleymanor.com/>