

Stay Host Save

Complaints & Resolution Procedure

At Stay Host Save, we aim to deliver high-quality service and enjoyable stays for all guests. However, if you are not completely satisfied with any aspect of our service or your experience, we want to hear from you so we can put things right.

A complaint is any expression of dissatisfaction with our service, actions, inactions, or the handling of an issue. It can be formally raised via email only.

1. How to Submit a Complaint

You can raise a complaint with us in any of the following ways:

Email:

 complaints@stayhostsav.co.uk

When submitting a complaint, please include:

- Your full name
- Booking reference / property address (if applicable)
- Contact details (phone or email)
- A brief summary of the issue
- Any supporting evidence (photos, screenshots, dates/times)

2. What Happens Next

We aim to:

- **Acknowledge your complaint promptly** (usually within 1 business day)
- **Investigate the issue fairly and impartially**
- **Keep you updated on progress**
- **Resolve the matter as soon as possible**

We aim to resolve most complaints within **48 hours**, but complex issues may take longer. If additional time is needed, we will explain why and advise when you can expect a response.

3. Stages of Our Complaints Process

Stage 1 – Initial Review

Once we receive your complaint:

1. We log your complaint and issue you an acknowledgement.
2. We review the details and, where necessary, request further information.
3. We assess the matter and aim to provide a response within **48 hours**.

This response will include:

- Our understanding of your concerns
- Findings from our review
- Any remedy or action taken (if applicable)

Stage 2 – Review & Escalation

If you remain dissatisfied with the initial response:

1. You may request a **formal review** within 7 days of the initial response.
2. A senior member of the team (or manager) will review the case independently.
3. We aim to respond with a final decision within **7 business days** of your escalation request.

This response will include:

- What we found on review
- Our final decision and rationale
- Any actions or goodwill measures offered (if appropriate)

4. What We May Ask You

To investigate effectively, we may request:

- Photos or videos of the issue
- Evidence of communication
- Details of what resolution you are seeking

Providing this information promptly helps us resolve your complaint faster.

5. Complaint Outcomes

Depending on the circumstances, outcomes may include:

- Explanation or clarification
- Corrective action (e.g., re-clean, repair)
- Refund or goodwill gesture (where appropriate and proportionate)
- Improvement to future processes

All outcomes are offered at our discretion and based on the evidence provided.

6. Keeping Records

We keep a record of all complaints, including:

- Date received
- Outcome
- Actions taken
- Communication history

These records help us identify trends and improve our service.

7. Timeframes

We expect complaints to be submitted within a reasonable time of the issue occurring — ideally during your stay or within **14 days of departure**.

8. Independent Review (If Applicable)

If your complaint cannot be resolved through our internal process, you may have the right to refer the matter to an external complaints body depending on your situation and the nature of the dispute.

For property-related complaints, one relevant scheme is **The Property Redress Scheme (PRS)**, which provides an independent review service for property agents and related disputes in the UK.

When you reach this stage, we will provide the appropriate contact details and guidance to support your referral.

9. Principles We Follow

We handle complaints in line with recognised best practice:

- **Clear, neutral language:** We communicate in plain English without legal jargon.
 - **Timely responses:** We aim to respond quickly, even if full resolution takes longer.
 - **Impartial review:** Complaints are investigated independently and fairly.
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10. Contact Information

Stay Host Save

656 Chesterfield Road

Sheffield, S8 0SB



0114 312 3772



complaints@stayhostsav.co.uk



WhatsApp: +44 114 312 3772

Our team is available to assist with your complaint during our office hours.