

What if things don't go as we would hope at Portavadie Loch Fyne?

A complaint is an expression of dissatisfaction relating to any of our products and services.

Portavadie Loch Fyne is committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it.

What will happen next?

1. One of our Duty Managers will initiate an investigation which will involve reviewing the information provided and engaging with other areas of the business.
2. This may take several days depending on the nature of the issue and potentially time to speak to those relevant parties, but we will endeavour to provide an indication of timescales and when updates can be expected.
3. Updates will be provided via email, and if necessary, a meeting will be arranged over the telephone, with your designated Duty Manager. Such meetings shall be conducted in such manner as to promote a mutually agreeable resolution of the dispute in question.
4. If an agreement cannot be reached, or you are still not satisfied, the Escalation Management Team will review the case for a final decision.
5. In the event of a contractual dispute then this would be addressed in accordance with the terms of the contract between us.

