

Complaints Policy

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Policy Owner: Compliance Manager

Approved By: Valentin Marinescu-Gaiu

Status: Active

This policy explains:

- how you, our customers, can raise a complaint about our services; and
- how we will deal with complaints.

We always aim to provide high-quality services and a high standard of customer care. We recognise, however, that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us so that we can address them appropriately.

How to Make a Complaint

If you would like to make a complaint, you can do so by email at: complaints@andersontravel.co.uk.

Information to Include

Please include the following information in your complaint:

- Your full name
- Your contact details (phone number and email address)
- Your booking reference
- Confirmation that you are raising a complaint
- Any relevant dates and times relating to your complaint
- A clear summary of the issue(s) you have experienced and why you believe the services were not satisfactory

What to Expect

Complaints are processed during our business hours:

Monday to Friday, 09:00 to 17:00

All complaints will be handled by our designated complaints handling team.

Acknowledgement

We will acknowledge receipt of your complaint within 2 business days.

Investigation

We will conduct a thorough and fair investigation into your complaint. During this process, we may contact you to request further information or clarification where necessary.

Response

Our response will ordinarily be provided to you via email.

Once your complaint has been acknowledged, we aim to provide a full response within 14 business days. In some cases, the investigation may take longer. If this happens, we will inform you of the reason for the delay and provide a revised timeframe. We will keep you updated throughout the process.

Outcomes

We may agree with all or part of your complaint. Where this is the case, we will aim to offer a fair and appropriate resolution, which may include:

- A full refund
- A partial refund
- Re-provision of the services

If we do not agree with your complaint, we will provide a clear explanation of our decision.

Data Protection and GDPR

We are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal data provided as part of a complaint will be used solely for the purpose of investigating and responding to that complaint.

Complaint records will be retained for no longer than 26 months from the date the complaint is closed, after which they will be securely deleted or anonymised, unless a longer retention period is required by law.

Name: Valentin Marinescu-Gaiu

Title: Compliance Manager

Signature: *VMarinescu*

Date: 15/04/2026