

// COMPLAINTS POLICY

At The Heim, we are constantly driven by the sincere desire to deliver amazing experiences in our exceptional spaces. We strive to make your stay as comfortable and pleasant as possible.

When issues arise, we want to know about it. This policy details how our complaints process works, including: what you need to do, how we will seek to resolve your complaint and in what timeframes, as well as what to do if you are not satisfied with our response.

// WHAT TO DO

If you have a complaint, **please complete this form**. On this form, you will need to include:

- The full name of the booker (and your name, if different)
- Booking information, such as where you stayed, the dates of your stay and any reference numbers.
- The reason for your complaint, with a detailed description of what happened and any evidence (such as images, videos or messages).
- Your preferred resolution.
- Any accessibility requirements for which we may need to make reasonable adjustments.

// WHAT WILL HAPPEN NEXT

- You will receive an automated email reply, which will confirm receipt of your complaint.
- Your complaint will be reviewed by the Head of Customer Service at The Heim. They will conduct a full investigation into your complaint, before providing you with a response. The complexity of complaints can vary so please allow up to 30 days for a response.
- If you are unhappy with their response, you can appeal their decision and it will be reviewed by a member of The Heim's Senior Leadership Team. This includes both the complaint, and the handing of the complaint by the Head of Guest Relations. Please allow up to 30 days for a response.

// IF YOU ARE UNSATISFIED WITH OUR RESPONSE

While we hope that we can resolve your complaint, if you are unhappy our response you can seek a resolution through the Property Redress Scheme:

Property Redress Scheme
7th Floor Corn Exchange
55 Mark Lane
London
EC3R 7NE

Our membership number is PRS035465.

Note: In order to refer a complaint to the Property Redress Scheme you must have already written to us detailing your complaint, and have referred your complaint to the Property Redress Scheme within 12 months of our final response. There is no cost for raising a complaint to the Property Redress Scheme.