



Mellors Group Fantasy Island Holdings Ltd
Sea Lane, Ingoldmells, Nr Skegness,
Lincolnshire, PE25 1RH

Telephone: (01754) 615848

www.fantasyisland.co.uk
Email: enquiries@fantasyislandresort.co.uk

Mellors Group Fantasy Island Holdings Ltd

At Fantasy Island, our customers are our number one priority, and we are committed to providing you with the highest level of service. We want to resolve all our complaints and take accountability for any problems you may encounter. Whilst our aim is to always deliver on our promises, we realise that sometimes there may be things we need to put right.

How can I make a complaint?

If you are not satisfied with any product or service you have received from us, you can make a complaint in the following ways:

Email: complaints@fantasyislandresort.co.uk

Post:
Complaints
Fantasy Island
Sea Lane, Ingoldmells
Skegness
Lincolnshire
PE25 1RH

Telephone: 01754 871944

How long it will take to hear from you?

We take all customer complaints seriously and when a complaint is received we always aim to investigate it quickly.

We can resolve many complaints quickly over the phone, but there may be occasions where we need more time to investigate and resolve your issue and so we will acknowledge your complaint in writing within 5 working days.

Whilst your complaint is being investigated, we will keep in contact with you to ensure you understand we are still working on it and how we are trying to resolve it. We will aim to resolve your complaint at the earliest opportunity and if we are unable to resolve it within four weeks of receipt, we will write to you explaining the reasons for the delay and give you an indication of when we expect to be able to provide a resolution. If we are unable to resolve your complaint within 8 weeks, you may then refer your complaint to the Financial Ombudsman Service.

What if I'm not happy with your resolution?

We want to be able to resolve your complaint in a way in which you are happy. However, if you feel our response to your complaint is not satisfactory, please let us know, so we can understand if there is anything more we can do.

If you are still not satisfied, you can refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of our final response letter to you.



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They can be contacted in the following ways:

Email: complaint.info@financial-ombudsman.org.uk

Post:
Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0300 123 9123

Further details can be found on the Financial Ombudsman Service website:
www.financial-ombudsman.org.uk