

Our Ref:

Your Ref:

Direct Line: (01253) 478223/4

E-Mail: [accommodation.standards@blackpool.gov.uk](mailto:accommodation.standards@blackpool.gov.uk)

Date:

Dear

**Re: Accommodation Complaints**

I am sorry that you encountered a problem during your stay in Blackpool. In the first instance, it is very important that you draw the matter to the attention of either the manager or proprietor concerned at that time, giving them a chance to resolve the issue.

The points you have raised have been noted and referred to the appropriate council officers for any necessary action, but unfortunately we are unable to inform you of any outcomes.

If you have not been able to reach a satisfactory outcome and wish to take the matter further please follow the guidelines/notes overleaf.

The Accommodation Standards section will be pleased to assist you if you require further information or advice. Please telephone 01253 478223 or e-mail [accommodation.standards@blackpool.gov.uk](mailto:accommodation.standards@blackpool.gov.uk).

Please accept my thanks for bringing your concerns to my attention, be assured they will be investigated. I hope the issues you have raised do not prevent you from returning to Blackpool again in the near future.

Assuring you of my best attention at all times.

Yours sincerely

*T. Coglán*

Tim Coglán  
Head of Quality Standards  
Blackpool Council

## Advice on your Civil Claim

In accepting a booking, a proprietor contracts to provide accommodation facilities and services that are as described and of satisfactory quality under the Supply of Goods and Services Act 1982. The majority of complaints are resolved to the satisfaction of the customer.

Should your complaint not be resolved, Blackpool Trading Standards offers a mediation service for Blackpool visitors.

To take advantage of this mediation service please follow the guidelines below:

- Write a letter to the accommodation provider stating the details of why you are dissatisfied.
- In the letter suggest what action the accommodation provider could take to rectify the complaint.
- Keep a copy of the correspondence and send it '**recorded delivery**'.
- Allow 21 days for a reply.
- If the matter is not resolved at this stage and you require assistance, please telephone Blackpool Trading Standards on 01253 478375.
- Please note, mediation cannot be provided for amounts below £50.
- Should your complaint require the drawing up of court papers, a fee of £30 will be charged.