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Hotel complaints

Last Modified January 24, 2025



It is always distressing to have a poor holiday experience.

Blackpool Council cannot take direct responsibility for the hotel's failure to provide you with the service you expected, we will record your complaint and try to deal with it appropriately.

It is not always possible for action to be taken where the complaint is a customer service issue or where cleanliness is not to expectations.

Complaints which have a health and safety, fire safety, food hygiene or mis-description element will be referred to the relevant department for possible investigation/action.

Unfortunately, we cannot always report back on the results of these investigations for legal reasons. Intelligence from complaints is collated to enable us to take action against problem premises.

Monetary claims

For further advice on how to pursue a monetary claim against the hotel, please contact your own local authority Trading Standards via the Citizens Advice Consumer Service on 0808 223 11 33.

Thank you in the meantime for taking the time to bring this matter to our attention.

Make a complaint

To make a complaint about a hotel, please complete our online complaint form.

[Make a complaint](#)

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Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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