

Travel Chapter Stakeholder Concerns & Feedback Procedure

Purpose

Travel Chapter is committed to operating responsibly and maintaining open, transparent and respectful relationships with its stakeholders. We recognise that concerns, complaints and feedback provide valuable opportunities to improve our services, strengthen relationships and reduce potential environmental, social and governance (ESG) impacts.

This procedure explains how stakeholders can raise concerns with Travel Chapter and how those concerns will be managed fairly, consistently and transparently

Scope

This procedure applies to concerns raised by any stakeholder who believes that Travel Chapter's activities, decisions or business relationships have adversely affected them or may adversely affect people, communities or the environment.

Stakeholders include, but are not limited to:

- Guests
- Suppliers
- Community organisations
- Homeowners
- Contractors
- Investors
- Prospective homeowners
- Charity partners
- Regulators
- Employees
- Environmental partners
- Members of the public
- Former employees
- Local communities

Employee workplace grievances are managed through the Company's internal Grievance Procedure.

This document complements, but does not replace, existing internal HR procedures.

Stakeholders may raise concerns relating to:

- Customer experience
- Responsible marketing or environmental claims
- Conflicts of interest
- Homeowner relationships
- Ethical conduct
- Privacy or data protection
- Community impacts
- Human rights
- Accessibility
- Environmental impacts
- Supply chain concerns
- Equality or discrimination
- Biodiversity or nature concerns
- Modern slavery
- Any other matter relating to Travel Chapter's operations
- Sustainability commitments
- Bribery or corruption

This procedure should not be used for emergency situations requiring immediate intervention.

How to Raise a Concern

Travel Chapter provides different reporting routes depending on the stakeholder and the nature of the concern.

Guest complaints relating to a booking, property or stay

Guests should follow the complaints process in Clause 11 of the **holidaycottages.co.uk Booking Terms and Conditions**.

This process requires guests to:

1. Raise the matter with the property owner or local contact while at the property.
2. Contact Travel Chapter's Customer Service Department if the matter is not resolved.
3. Provide full details so Travel Chapter can investigate and liaise with the owner.

Owner complaints or concerns relating to bookings or stays

The arrangements for complaints concerning a property are explained in Clause 10 of the **Travel Chapter Standard Letting Terms**.

Owners may also raise relevant concerns through their usual Travel Chapter contact or Relationship Manager.

Non-property-related complaints and other stakeholder concerns

Concerns that do not relate to a property, booking or stay may be submitted by email to:

non-property.complaints@travelchapter.com

Or by post to:

Non-Property Related Complaints
Travel Chapter
Travel Chapter House
Gammaton Road
Bideford
EX39 4DF

If the person raising the concern is dissatisfied with the initial outcome, they may request escalation through:

compliance@travelchapter.com

Relevant stakeholders may also raise a concern through an existing Travel Chapter contact, including a Relationship Manager or Customer Services representative.

Anonymous concerns will be considered where sufficient information is provided to undertake an appropriate review.

Information to Include

To help us investigate concerns effectively, stakeholders are encouraged to include:

- their name (unless anonymous);
- contact details;
- a description of the concern;
- relevant dates;
- any supporting evidence;
- details of any previous contact with Travel Chapter regarding the matter.

Assessment Process

Every concern received will be assessed fairly and objectively.

Travel Chapter will:

1. acknowledge receipt;
2. determine the most appropriate team to investigate;
3. investigate the concern where appropriate;
4. communicate the outcome; and
5. identify opportunities for improvement where relevant.

Some concerns may require input from multiple departments.

Timescales

Travel Chapter aims to respond within the following timescales.

Acknowledgement - Within 5 working days

Initial assessment - Within 10 working days

Investigation - Normally completed within 30 working days

Outcome communicated - As soon as reasonably practicable following investigation

Where additional time is required due to complexity, stakeholders will be kept informed.

Resolution

Where a concern is upheld, Travel Chapter will determine appropriate action, which may include:

- correcting inaccurate information;
- changing a business process;
- improving guidance or training;
- reviewing policies;
- improving stakeholder communications;
- taking corrective action;
- considering wider organisational learning.

Confidentiality and Non-Retaliation

Travel Chapter encourages stakeholders to raise concerns in good faith.

The Company will:

- treat concerns confidentially wherever possible;
- only share information with those who need to know in order to investigate the matter;
- handle personal information in accordance with applicable data protection legislation;
- not tolerate retaliation against any stakeholder who raises a concern honestly and in good faith.

Where concerns involve potential criminal activity, safeguarding issues or legal obligations, information may need to be shared with appropriate authorities.

Appeals and Escalation

If a stakeholder believes that their concern has not been appropriately addressed, they may request that the matter be reviewed.

Requests for review should normally be submitted within 20 working days of receiving the outcome.

A senior manager who was not directly involved in the original investigation will consider the review wherever practicable.

The outcome of the review will normally represent Travel Chapter's final internal response.

Monitoring and Continuous Improvement

Travel Chapter records stakeholder concerns to identify:

- recurring issues;
- emerging risks;
- opportunities for improvement;
- policy improvements;
- stakeholder trends.

Where appropriate, significant issues may be reported to the ESG & Stakeholder Governance Committee and, where necessary, escalated to the Board of Directors.

Insights from stakeholder concerns help inform:

- the Sustainability Strategy;
- the Materiality Assessment;
- stakeholder engagement activities;
- operational improvements;
- responsible marketing practices;
- risk management.

Related Documents

This procedure should be read alongside:

- Stakeholder Governance Policy
- Public Purpose Statement
- ESG & Stakeholder Governance Committee Terms of Reference
- Responsible Marketing & Public Relations Policy
- Whistleblowing Policy
- Employee Grievance Procedure
- Supplier Code of Conduct
- Data Protection Policy