

TrustedHousesitters Member **Dispute Resolution Procedure**

Last updated: 10th May 2018

In order to raise a complaint against another Member, you must comply with the following steps outlined in this Procedure:

1. Prior to making a complaint:

- 1.1 You must be a current Member i.e. your subscription must be fully paid for the relevant period
- 1.2 You must raise any issues you have with the relevant Member that is the subject of your complaint in the first instance
- 1.3 You must tell that individual exactly what the problem is
- 1.4 You must give the individual a chance to rectify the problem
- 1.4 This must be done ASAP or in any event before the end of the Sit
- 1.6 Report any crimes to the relevant authorities immediately upon finding one
- 1.7 Use the Feedback/Review system in accordance with the guidelines found here:
 - **Sitters:** <https://www.trustedhousesitters.com/blog/ask-the-experts/house-sitter-guidelines-for-happy-house-sitting-stays>
 - **Owners:** <https://www.trustedhousesitters.com/blog/ask-the-experts/homeowner-guidelines-for-happy-house-sitting-stays/>

2. How to raise a complaint with us:

- 2.1 Any complaint must be raised within 30 days of the completion of the Sit
- 2.3 Please use the '[Contact Us](#)' page within the Platform
- 2.4 Please click on the 'Send a Message' button
- 2.5 Please put 'Complaint - Dispute Resolution' in the 'Subject' section of the message

2.6 You need to be clear on what you want the outcome to be. Please revert to section 5 of this procedure

2.7 Please include as much detail as possible in the description box, setting out the steps you have taken in accordance with step 1

2.8 Please keep this clear, concise and factual as possible

2.10 Please attach your supporting evidence for your complaint in accordance with step 5 of this Procedure

3. How we handle Complaints:

3.1 We will aim to resolve your complaint within 30 days of it being received

3.2 We will review your complaint and supporting evidence

3.3 We may ask for further information and you will need to respond to this within 7 days. For the avoidance of doubt, if you do not get back to us within this time frame, your complaint could be ceased

3.4 We will decide if we can take the complaint further

3.5 If we can take the complaint further, we will have to contact the other Member informing them that a complaint has been raised against them including details of the complaint

3.6 We will ask for the other Member's to provide their version of events and supporting evidence

3.7 We may ask you further evidence again

3.8 We will decide, based on the evidence provided, if there has been a breach in the Code of Conduct or Terms and Conditions

3.9 We will decide the appropriate outcome, following our investigation

3.10 If you are not satisfied with the decision made regarding the appropriate outcome, you can request for this to be reviewed by a member of our Membership Services Management

3.11 If you want your complaint to be reviewed by a member of our Membership Services Management, you will need to send us a written request. This request will

be passed to the relevant person. This person will review your case and get back to you with their decision within 30 days of you requesting the review

3.12 Our decision is final

4. Complaints we will not deal with:

We will not deal with any complaint if you include any profanities and/or elements of racial, religious, national, origin ethnicity, disability, sex, gender identity, sexual orientation or age discrimination within the language of the complaint (unless it's illustrative of the complaint)

That do not have the adequate supporting evidence

Anything that is not a direct, provable breach of the Code of Conduct

Fraudulent complaints

Liability over payments (including travel, loss of earnings and damages to property and buildings etc.)

Where this procedure has not been followed (including complaints outside the time period)

Where you have not complied with your obligations in the Terms and Conditions

5. Supporting evidence we will accept:

- Time and date stamped photos
- Time and date stamped videos
- Screenshot of email, texts and any other messages on our platform that is in relation to the sit (it must be a full thread conversation, not one message screenshots)
- Police/Crime Reports
- Veterinary Reports
- Hospital Reports
- Confirmation of an insurance company's acceptance to a claim
- Valid proof of payment (e.g. receipts or bank transfer confirmation or online transaction confirmation)

We will not accept any evidence from anyone who is not a current member of our Platform e.g. neighbour, friend

6. Remedies/outcomes:

- Issue either member a warning
- Suspend any account so there will not be able to access the Services during the suspension term
- Permanently block a member from all access to the Services
- If you have raised a fraudulent complaint, we can suspend or permanently terminate your access to the services
- We may dismiss your complaint claim entirely
- Lift any suspension
- Extend a Membership
- Report any offences committed to the appropriate authority

General points to consider:

The application of these remedies is entirely at our discretion and we can choose whether to apply any one or all of them.

Another point to consider is that we may suspend your use of the Services if we are assessing a complaint, however we will always notify you of this by email.

We can promptly disable passwords and not issue any new passwords to any such individual in the event of any unauthorised access to the Platform or Services.

In the event a complaint against you is upheld, we can immediately terminate your membership (as per the Terms and Conditions in accordance with clause 11.2) and remove your Owner listing and/or remove your Sitter Profile from the site.

We can also immediately terminate your membership and delete your Owner listing and/or remove your Sitter Profile (including all the information in them) on a permanent, irretrievable basis.

If your access to the Platform and/or Services is suspended then you may remain listed in the Member database but may not be listed on the Platform, unless notified in writing, by us, that the suspension has ended.

If your access to the platform and or services is permanently terminated, no refund is applicable for the cost of the membership fee.