

Caravan and Motorhome Club Compliments, Feedback and Complaints Procedure

The Club will always aim to do its best and whether you've had an outstanding experience or we've not quite got it right, we want to hear from you.

How can I share my feedback, a compliment or make a complaint to the Club?

- Our Site Staff are in place to ensure things run smoothly during your stay and should be contacted in the first instance to help resolve any issues.
- If an issue hasn't been resolved or you would like to contact us, please visit our '[contact](#)' page where you will be able to submit a web form that will capture all the information we need to assist us, together with your comments.
- If you are experiencing difficulty with the Wi-Fi facility on site (e.g. logging on, purchasing time, issues with your devices, payment or refund queries), please contact Airangel (the Wi-Fi supplier) directly on **0333 240 7610**. If you have already spoken to Airangel and are still experiencing issues, please contact the Club via the 'contact' page, select 'Other' and 'Still need help?' and email the team.
- If you wish to write to the Club regarding any topic, please include your membership number (where applicable) and address your correspondence to the appropriate department at:

Caravan and Motorhome Club, East Grinstead House, East Grinstead, West Sussex
RH19 1UA*

*As many of our Head Office staff continue to work remotely, correspondence is best received via our 'contact' page on the Club website.

What can I expect from the Club following my feedback?

Due to the volume of feedback received, we regret we are unable to offer a response. We always appreciate general feedback on any of our products and services. All feedback is recorded and is considered as part of the Club's ongoing continuous improvement.

What can I expect from the Club following my compliment?

We're delighted to receive compliments when you've been impressed with our service. We will record these and always share them with the staff involved, as well as use examples of best practice. Due to the volume of compliments received, we regret we are not always able to offer a response.

If you've enjoyed your stay at one of our campsites and had great service please rate us on Trustpilot, www.trustpilot.com/review/www.caravanclub.co.uk, we'd love to hear from you.

What can I expect from the Club following my complaint?

We will aim to resolve a complaint immediately if it is made verbally to an employee with the necessary experience and authority to deal with it. If this can not be achieved during discussions, the details of your complaint will be passed to the relevant department for further investigation and we'll advise when you will receive a full reply.

Letters of complaint will be acknowledged within 5 working days of receipt and this will confirm when to expect a full response and the name of the person or area of the Club dealing with the complaint. Any webform submissions, or calls, will be acknowledged automatically.

When your case is complex, involves a number of issues or a third party, we may need some time to fully investigate to ensure we have covered everything. In such instances, we will offer a full response within 10 working days (excluding Caravan Cover, Insurance and Sites Operations related complaints). If we have to work beyond this timescale, we will keep you updated.

Designated employees are empowered to deal with complaints and have authority to make decisions.

Management controls are in place to ensure complaints are handled promptly, fairly and consistently and at a suitably senior level.

For UK Club Site related complaints only - If your complaint relates to a stay at a UK Club Site, we will respond to you within 20 working days. This time ensures we can complete a full review with relevant Site Staff and/or Regional Managers ensuring that Club standards are being adhered to.

For Caravan Cover and Insurance related complaints only - We will aim to respond to any Financial Services complaint within 40 days of the receipt of the complaint. If the complaint relates to one of our partners, then regulation requires that the matter be referred to the partner for resolution. In such circumstances, the Club will remain engaged with the partner and be advised of the final outcome.

What to do if you are not happy with the Club's response?

If you feel our response hasn't resolved things properly, please tell us. We would appreciate one last chance to put things right. For Financial Services products, you should receive a final response letter within eight weeks of telling us about the problem. This letter will contain details of action you can take if you are still unhappy. For insurance products this will include details of the Financial Ombudsman Service (FOS) who can be asked to review the situation. You can find further details about the FOS at <https://www.financial-ombudsman.org.uk/> or by contacting them on **0800 023 4567**.

For other products and services, you may wish to consider using Alternative Dispute Resolution (ADR) in which case please contact us and we shall be able to provide you with details of a certified ADR provider and shall let you know whether we intend to use that provider to settle the dispute.

Data Privacy Statement

Personal data collected from you for the purpose of recording a complaint may be used for training purposes and encouraging best practice amongst our staff. If you make a complaint, personal data will be collected for the purpose of recording, investigating and resolving the complaint and will be processed in a manner compliant with current UK data protection law. If a complaint relates to one or more of our business partners, your personal data may be shared with them for the purpose of resolving the complaint. Full details of the Club's Privacy Policy which outlines our approach and practices on how we collect, store and process your personal data can be located on our website: <https://www.caravanclub.co.uk/privacy-policy/>