How to raise Compliments, Feedback and Complaints with the Caravan and Motorhome Club

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

- If an issue hasn't been resolved or you would like to contact us, please visit our 'Contact us' page where you will be able to either submit your comments via our Live Chat function, or can locate a suitable email address or telephone number for a specific Club service or product.

- 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 work remotely, correspondence is best received via our 'Contact us' 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 always 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 them as examples of best practice. Due to the volume of compliments received, we regret we are not always able to offer a response.

If you enjoyed your stay at one of our campsites and received excellent service, we would appreciate your feedback. Please feel free to leave a review on our website, fill out our post-stay survey, or rate your experience on Trustpilot

What can I expect from the Club following my complaint?

We will aim to resolve a complaint immediately if it is made verbally to a staff member 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 which are 20 working days). If we have to work beyond this timescale, we will keep you updated.

If you make a data protection complaint details about what to expect from the Club following your complaint can be found below.

Designated staff members 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 Campsite related complaints only

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 your complaint relates to a recent stay at a UK Club Campsite, we ask that you share this with us within 28 days of returning from your stay, or as soon as possible. We will review the details and 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. Please raise any complaints, feedback or compliments to uksiterelations@camc.com

For Caravan Cover claim related complaints only

If your claim is fully or partially declined, the decision undergoes a mandatory 'second eyes check' by a senior handler, who also verifies if the claim can be made under the Group Insurance Policy. Should the decline still stand, the case is formally escalated to the Club's dedicated Claims and Complaint Handler/Controller, who conducts a thorough review considering factors such as member loyalty, specific circumstances, and any mitigation or vulnerability. For cases requiring a discretionary payment, the claim is further escalated to the Head of Insurance and Financial Services for approval. Once the final decision is reached, the handler will contact you to explain the outcome.

For all other Caravan Cover and insurance related complaints only

Complaints regarding Caravan Cover can be raised by contacting The Escalations Team on escalations@camc.com. The email should include your cover number, the best number to reach you on, and a brief description of your complaint. A member of the Escalations Team will be in contact within three working days to acknowledge receipt of the complaint and will aim to provide an outcome within 20 working days. If the complaint relates to a product provided by one of our partners, then regulation requires that the matter be referred to the respective partner for resolution.

For data protection complaints only

If you think that we have infringed data protection legislation because of the way we have handled your personal data, a complaint can be made by emailing DPO@camc.com. If a data protection complaint is made to a staff member or via a channel other than our dedicated DPO email address the complaint will be passed to the Data Protection Team. Once they have received your data protection complaint, a member of the team will acknowledge receipt within 30 days. If we have any doubts about your identity, we may need to ask you to verify your identity before we are able to investigate. If someone is making a data protection complaint on your behalf we will verify their authority to act on your behalf and may also verify their identity. We will then investigate the complaint and provide a full response to you without undue delay. If we need additional details to investigate your complaint, we may contact you to request them.

If your data protection complaint forms part of a wider complaint then your data protection complaint will be handled separately.

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 non-insurance 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.

For Caravan Cover and insurance products, if you remain unhappy after the final response letter has been issued you have the right to refer the matter to the Financial Ombudsman Service (FOS). You can find further details about the FOS at https://www.financial-ombudsman.org.uk/ or by contacting them on 0800 023 4567.

For data protection complaints, if you are unhappy with our response to your complaint you can contact the Information Commissioner's Office (ICO). The telephone number for the ICO Helpline is 0303 123 1113 or you can also chat online with an advisor. The ICO can investigate your claim and take action against anyone who has misused personal data. You can also visit their website for information at https://ico.org.uk/concerns/.

Data Privacy Statement

Personal data collected from you for the purpose of recording a compliment 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.camc.com/privacy-policy/