



The Caravan Club Compliments and Complaints Procedure

The Club will always aim to do its best for members but unfortunately there may be times when things go wrong or mistakes are made. If you have a compliment or complaint about any part of our service we want to hear from you so that we can build improvements into our policies and procedures.

How do I make a compliment or complaint to The Caravan Club?

We accept compliments and complaints verbally and in writing.

- If you wish to telephone, please call 01342 326944 (Monday-Friday 9.00am-5.30pm) and ask to speak to the relevant department. Please note you may be encouraged to write in to The Club if further information is required, or if the case is complex.
- In person to the Site Warden. If the complaint cannot be resolved on site, the complaint should be addressed to the Head of Sites Operations at East Grinstead House.
- If you wish to write, please include your membership number and address your correspondence to the appropriate department at:

The Caravan Club
East Grinstead House
Wood Street
East Grinstead
West Sussex RH19 1UA

- If you wish to email, please visit our website www.caravanclub.co.uk and click 'Contact Us' and email the department with your comments.

What can I expect from The Caravan Club following my compliment?

- We would like to know when you have been impressed or pleased with our service. We can use these examples to share best practice amongst our staff. Any verbal or written compliment will be recorded. The member(s) of staff identified as being the subject of, or contributing to any matter giving rise to, the compliment will be notified.

This is a PUBLIC document, it can be distributed externally

What can I expect from The Caravan Club following my complaint?

- The Club will respond to a complaint immediately if it is made verbally to an employee with the necessary experience and authority to deal with it. If further investigation is required, you will be advised of the name of the person dealing with the complaint and when you can expect a response.
- Written complaints will be acknowledged within 5 working days of receipt. You will be advised of the name of the person dealing with the complaint and when you can expect a response. Emails will be acknowledged automatically, so a named person will not be supplied.
- Designated employees are empowered to deal with complaints and have authority to make decisions.
- Complaints are investigated promptly and thoroughly.
- Management controls are in place to ensure complaints are handled promptly, fairly and consistently and at a suitably senior level.
- We will work hard to resolve the problem as quickly and efficiently as possible. Where your case is complex, or involves a number of issues, or involves a third party, we may need some time to make sure that we have covered everything. If immediate resolution is not possible, a written response will be given within 10 working days (excluding Insurance & Site Operations related complaints).
- **For Site Operations related complaints only** – Our aim is to take no longer than 20 working days to reply to even the most complex of complaints. Some issues may require further investigation by our Regional Officers (based at East Grinstead), or our Regional Managers who spend a great deal of time away from their office visiting sites ensuring that Club standards are being adhered to.
- **For Insurance related complaints only** - Our aim is to take no longer than 20-40 working days to deal with even the most complicated of complaints. At the end of this period we will either let you have our final response, or explain to you why we are still unable to give you our final response. If you are unhappy with our final response, you can refer your complaint to the Financial Ombudsman Service (FOS).

If you wish to refer your complaint to the FOS, you must do this within six months of our final response. You can find further details about the FOS in the leaflet that we send to you with our final response or on the FOS website:

www.financial-ombudsman.org