



Caravan and Motorhome Club Compliments, Feedback and Complaints Procedure

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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 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 continue to 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 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 recent stay at a UK Club Site, 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

*This is a PUBLIC document and can be distributed externally
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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 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.

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 Caravan Cover, if you still remain unhappy with the outcome please contact The Escalations Team. From there they will see if anything further can be done. If not, and your complaint relates to a claim, you can request your claim be referred under the Group Insurance Policy. Making a claim on the Group Insurance Policy provides a pathway for you to raise your complaint with The Financial Ombudsman Service. You can find further details about the FOS at <https://www.financial-ombudsman.org.uk/> or by contacting them on **0800 023 4567**.

For any other Financial Services products, you should receive a Final Response Letter from the respective insurance provider within eight weeks of you notifying us or them of your complaint. The Final Response Letter will contain information about how you can take your complaint to The Financial Ombudsman Service, if you remain dissatisfied with the outcome.

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 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.caravanclub.co.uk/privacy-policy/>