



The Camping and Caravanning Club **Site WiFi Customer Complaints Code**

As hard as we try, we might not always get it right. This customer complaints code gives you clear and useful information about what you can do if you're not happy. It tells you:

- how you can complain
- what we'll do and when

How you can complain

We aim to achieve excellent customer service. Even so, things can go wrong. When they do, we want to know so we can put them right as quickly as we can. Here are the ways you can complain to us.

On Site

If you are staying at a UK Club Site then please speak to the Club Site Team who will deal with your complaint or direct your question to the most appropriate person.

Online

Go to www.campingandcaravanningclub.co.uk and click on 'contact us' and complete an online query form for Site WiFi queries. This way, you won't have to write, print or post a letter to us, and we can handle your complaint sooner.

By phone

For general matters, call us on 02476 475387 between 8.45am and 4.45pm Monday to Friday, alternatively leave us a message and we will respond the next working day.

If you aren't able to complain yourself, you can ask someone to register a complaint and act on your behalf.

By letter

If you prefer to write, please send your letter to the address below. :

UK Club Sites
The Camping and Caravanning Club
Greenfields House
Westwood Way
Coventry
CV4 8JH

By Email

You can email us at customerservices@thefriendlyclub.co.uk

What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our customer service advisers will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can't do this, we'll agree with you what we can do.

We aim to respond to a letter or an email within 28 days, days and if we can't sort out your complaint when you phone us, we'll call you back within the next working day.

We'll try to sort out your complaint on the spot but whatever happens, we'll respond and try to keep you regularly updated if it's going to take a while to check into things.

If an advisor can't sort out your complaint, we'll escalate it. A team leader or manager will then work with you to try and sort out the problem.