



## Laburnum Caravan Park - Complaints Policy

At Laburnum Caravan Park we take all complaints seriously and regard them as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

### What to do if you have a complaint

If you have a complaint you must raise it with us as soon as possible as we, Laburnum Caravan Park Ltd, need to be given the opportunity to address and resolve the problem as soon as we are able.

### Contact Details for Complaints:

If you encounter a problem your first point of contact is Catherine Askew and any complaint should, in the first instance, be made in person where at all possible.

Out of office hours she can be contacted by telephone on 01263 837473 (or in an emergency on 07747 424725).

Any written complaints may be addressed to her at –

*Laburnum Caravan Park Ltd, Water Lane, West Runton, Norfolk, NR27 9QP*

or by e-mail at –

*laburnum.caravan@btconnect.com*

### In the event of a Complaint our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Laburnum Caravan Park Ltd knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Laburnum Caravan Park.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the Management of Laburnum Caravan Park Ltd.

### Review

This policy is reviewed regularly and updated as required.

Adopted on:..... 1st January 2016

Last reviewed:..... 1st January 2022