Woodland Champions Club

CREATING WOODLAND CAMPSITES

Complaints Procedure

1. All complaints regarding any of the Club's Certified Locations, should in the first instance be made directly to the Site owner/manager.

2. Should a suitable response or resolution not be forthcoming following the initial notice of complaint, Formal notice of complaint should then be made in writing to the Club Secretary.

3. Any Complaints made regarding the Club's Secretary, will be dealt with by the Club's Chairman or Treasurer, who will appoint a committee to review the issues.

4. Any complaints regarding emergency situations, should be made directly to the appropriate emergency service.

5. Any complaints of a serious nature that do not require the emergency services, can be made via telephone to the Club Secretary 24 hours a day. The Club Secretary may, if required, hold a video call to establish the exact reason(s) for the complaint, should they be taking place at that time.

6. The Club would encourage all complaints to be accompanied by as much evidential material as possible. Videos and photos should, if possible, be time stamped.

7. All complaints will be thoroughly investigated, without prejudiced.

8. Complaints received in writing will typically be responded to within 14 calendar days.

9. Any complaints about the Club's Certified Locations or reported breaches of the terms of the Club Constitution, will be fully investigated and could lead to a certificate being withdrawn. Any on-going complaints will lead to automatic withdrawal.

10. Withdrawal of certificates can be made with immediate effect, should the Club deem this necessary.

11. All complainants should provide full name and address, telephone number and email address.

12. A copy of the correspondence to the site owner should be supplied with the complaint.

13. The Local Authority's who wish to object or make a complaint, with regard to a site certificate with a view of having a certificate withdrawn, should use the Article 4 process.