



Camp Zero Club Complaints Procedure

If you have any concern about anything related to one of our events, please get in touch with us and we will be happy to help in any way we can.

A key commitment of the Camp Zero Club is that we maintain a clear and formal written complaints procedure and take effective and immediate action to try and resolve any complaint, whether that comes from one of our members, site owners or a neighbouring resident/business. Our procedure is as follows:

1. If you want to make a complaint:

- Please send your written complaint to us using the details below.
- We will acknowledge your complaint, in writing or by phone, within 7 days of receipt.
- We will issue an initial response or a final decision, in writing, as soon as possible or at the latest within 14 days of complaint receipt.
- If we issue an initial response and you notify us that it does not resolve your complaint, we will issue a final decision, in writing, as soon as possible or at the latest within a further 28 days.
- In all instances, if we need more time to investigate and manage your complaint (e.g. because it involves another party), we will provide written reasons why and an estimate of the date when we expect to be able to issue an initial response or final decision.
- We will keep the complainant informed throughout the process by email.

2. We will keep a complaints log, which will be available for inspection upon request.

3. Any final decision will include reasoning and an explanation of any actions taken (e.g. terminating club membership or revoking site exemption certificate).

4.. We will liaise, at your request, with anyone acting formally on your behalf (e.g. Trading Standards, Citizens Advice Bureau, Consumer Advice Centre, etc.)

5. Complaints should be sent to:

Email: info@campzeroclub.co.uk