



Tranquility on the edge of The Lake District

Complaints Procedures & Policy

If you have experienced any issues or concerns about Low Greenlands™ Holiday Park please get in touch at your earliest convenience, during or following your stay and we will be happy to deal with and address any such issues in line with our complaints procedures.

Low Greenlands™ Holiday Park Ltd has a commitment to its guests and visitors to maintain a clear and formal process around complaints procedures. We will take effective and immediate or prompt action to try and resolve any customer complaint either during or following your stay with us.

Our procedures are as follows:

1. If you want to make a complaint:

- Please do so preferably via email to info@lowgreenlands.co.uk
- We will require details of any booking – primary booking person's full name, address, contact mobile phone number and email address. You will then need to outline the specific reason(s) for your complaint, provide any supporting evidence and your preferred outcome.
- 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 this 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 a log of all officially registered complaints.

2. We will keep you informed either by e-mail or letter.



Low Greenlands Holiday Park | Low Greenlands | Burton Road | Tewitfield | LA6 1JQ
T 0345 825 2525 | M 07748 433893 | E info@lowgreenlands.co.uk | W www.lowgreenlands.co.uk
Registered Office Low Greenlands House | Head Office | 178 Lancaster Road | Carnforth | LA5 9EF
Registered in England Company Number: 12370648

3. Any final decision will include details of any Dispute Resolution Service, where applicable, in case you require independent redress.

4. If you are not satisfied with our final decision, or if we exceed the response timescales, you should then refer your complaint to a third party informal dispute resolution service provider. We will co-operate fully with any dispute resolution service, which may be binding on us both. Please note an administration fee may be charged by a dispute resolution service provider.

5. Third party involvement - We can liaise, at your request, with anyone acting formally on your behalf (e.g. Citizens Advice Bureau, Consumer Advice Centre, family member, family member holding a Power of Attorney etc). This assumes we are provided with a relevant written and signed authority from the complainant. Photographic identification such as a passport or driving license will be required to validate any signed authority and to proceed any complaint supported via a third party. Without this we reserve the right to reject any complaint where third party authority validation cannot be completed.

Complaints should be sent to:

Low Greenlands Holiday Park Ltd
FAO - Leigh & Sarah Astin,
Complaints,
Head Office,
178 Lancaster Road,
Carnforth,
Lancashire,
LA5 9EF

Email: info@lowgreenlands.co.uk

Tel: 0345 825 2525 or 07748 433 893