CASE NUMBER	
RECEIVED (date)	

leisure vehicles
holiday & park homes
holiday & residential parks
leading & promoting the industry

I WISH TO MAKE A COMPLAINT

1. **COMPLAINTS GUIDANCE FOR CONSUMERS**
   Please ensure you have read this before submitting your complaint.

2. **PLEASE WRITE OR TYPE CLEARLY**
   We need to be able to read and copy the form.

3. **PLEASE COMPLETE ALL SECTIONS**

4. PLEASE SIGN THE FORM We must send this form and the paperwork/evidence to the member for comment. We cannot do this without your permission.

Please Note: The NCC Informal Dispute Resolution Service (NCC IDRS) is only able to assist with complaints against companies who are currently in membership of the NCC. Before proceeding further please visit https://www.thencc.org.uk/find-a-member/ to check whether the company with whom you have a dispute is an NCC member

As part of the NCC Informal Dispute Resolution Service, the NCC will gather evidence from both parties in this unresolved complaint and you are invited to give details below together with any evidence you think relevant.

Upon receipt, provided we think that your complaint may be eligible, the NCC will contact the member concerned with details of the complaint and they will be required to submit their own response.

Once all the information has been collated we will decide whether the complaint remains in scope for our service and, if it does, we will follow the process outlined within in our complaint guidance.

YOUR DETAILS

NAME(S)		TITLE	
FULL ADDRESS			
TEL NO.		EMAIL	

MEMBER DETAILS

TYPE OF BUSINESS (Park Operator/Dealer etc.)			
MEMBER COMPANY NAME			
ADDRESS			
POSTCODE			
CONTACT YOU DEALT WITH			
TEL NO.		EMAIL	

WHAT IS THIS COMPLAINT ABOUT?

(Briefly summarise the basis of your complaint in 2 or 3 sentences maximum please)

IF YOUR COMPLAINT IS ABOUT A PRODUCT, PLEASE PROVIDE DETAILS BELOW

MODEL NAME (Holiday Home/Tourer or Motorhome)			
MODEL SERIAL NUMBER		YEAR	

LIST DOCUMENTS/EVIDENCE YOU ARE SENDING TO US

Some examples are listed below. Please tick and/or complete fields below as appropriate, send copies not originals and do not withhold information you think may be relevant. You may not have another opportunity to present it.

1)	Sales/purchase invoices		7)	Photos	
2)	Licence agreements		8)	Service records	
3)	Emails		9)	Decision letter	
4)	Letters		10)	Written 3rd party statements	
5)	Warranty documents		11)		
6)	Insurance documents		12)		

PLEASE GIVE DETAILS OF YOUR DISPUTE WITH RELEVANT DATES

WHY ARE YOU DISSATISFIED?

WHAT STEPS HAVE BEEN TAKEN TO RESOLVE THE DISPUTE SO FAR?

WHAT HAVE YOU BEEN OFFERED?

WHAT DO YOU WANT TO HAPPEN AS A RESULT OF YOUR COMPLAINT?

CHECKLIST

Please ensure you have:

- read "Complaints Guidance for Consumers" to be aware of what we can / cannot help with
- completed all sections of this form
- sent in all relevant documentation/evidence

BEFORE SUBMITTING THIS FORM, PLEASE ALSO CONFIRM THAT:

- I/we have exhausted the company's complaint procedure (i.e. we have received a final decision letter and are not happy with their response or the firm has exceeded the response deadlines)
- I/we agree to co-operate fully with the NCC IDRS.
- This complaint has not been previously considered and is not currently being considered by any other redress scheme or other means (e.g. small claims court or through another trade body) and that we will notify immediately the NCC and the member if this position changes
- I/we confirm that we have not instructed legal advisors to act on our behalf
- I/we consent to the NCC sending copies of this form and the evidence to the member about whom the complaint is against and to anyone else involved in resolving the complaint

SIGNATURES

All owners/parties to the agreement, or those authorised to act on someone's behalf, should sign below.

PRINT NAME	SIGNATURE	DATE

Please return to:
NCC, Catherine House, Victoria Road, Aldershot, Hampshire, GU11 1SS

Email: nccidrs@thencc.org.uk