

CASE NUMBER	
RECEIVED (date)	

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. Please note that the NCC will be introducing an online complaints system in the near future (please check with the NCC).

3. PLEASE COMPLETE ALL SECTIONS

4. CASE FEE

If we advise you so, a case fee of £50 (+VAT) is payable to the NCC if a complaint is escalated to the Independent Case Examiner (ICE). It will be refunded in full if ICE's decision finds wholly or partly in your favour.

5. 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 that although this form has been drafted to mainly cover complaints made under the NCC Approved Codes/schemes, the same principles apply to non-Code/scheme related complaints and complaints against an NCC member that is not yet signed up to the Code scheme(s). To check whether a member has signed up, please check on the relevant Code/scheme website: www.nccapproveschemes.co.uk.

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 your complaint is 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 if it is appropriate for us to attempt independent dispute resolution or whether we consider it more appropriate that the complaint is passed direct to the Independent Case Examiner (ICE) to resolve.

For all complaints escalated to ICE, a case fee of £50 (+VAT) applies, which must be received by the NCC before ICE is able to consider your complaint. This case fee will be returned to you in full if the decision of ICE is wholly or partly in your favour. ICE's decision is final and binding on both parties (neither side's statutory rights are affected). Please be aware that if the NCC attempts to resolve it and cannot persuade both parties to reach an agreement, it will be passed to ICE.

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)

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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 3 rd party statements	
5)	Warranty documents		11)		
6)	Insurance documents		12)		

PLEASE GIVE DETAILS OF YOUR DISPUTE WITH RELEVANT DATES

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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/ICE.
- 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 agree ICE’s decision will be final and binding on both parties. (Neither party’s statutory rights are affected)
- 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
- If advised to do so, I/we agree to pay the case fee of £50 + VAT if the complaint is escalated to ICE, which will be refunded in full if the decision of ICE is wholly or partly in my/our favour

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@thncc.org.uk