

12th January 2026

Glovers House, Glovers End
Bexhill-on-Sea
East Sussex, TN39 5ES
T: 01424 234 234
E: info@parkholidays.com **W:** parkholidays.com

Sandy Bay - Complaints Procedure

We want you to enjoy your residence and your time at Sandy Bay. If you have a complaint relating to the your agreement, Park Rules, or the services provided at the park, we ask that you raise it with us in accordance with the procedure set out below. This ensures that matters are handled consistently, promptly, and by the appropriate members of the management team.

Stage 1, Park Management

In the first instance, you should raise your complaint directly with the Park Management. Wherever possible, we encourage informal resolution through discussion, as many issues can be resolved quickly at park level. Complaints should be submitted in writing ideally via email using the address below, if this is not possible, please write to the park office. Clearly set out the nature of the concern and any relevant background information.

Email: SandyBayComplaints@parkholidays.com

Address: Park Management, Sandy Bay, Canvey Island, Essex, SS8 0DB

To confirm, park management will aim to acknowledge within 72 hours and usually respond within 10 days.

Stage 2, Escalation

If, having received a response from the Park Management, you remain dissatisfied with the outcome, you may escalate your complaint for further review. Escalations must be submitted in writing ideally via email using the address below, if this is not possible, please write to the address below. You should include details of the original complaint and the response received.

Email: RMcomplaints@parkholidays.com

Address: PA to Ops, Park Holidays UK, Glovers House, Glovers End, Bexhill-On-Sea, East Sussex, TN39 5ES

To confirm we will aim to acknowledge within 72 hours.

This stage represents the formal escalation route to senior operational management. A review will be undertaken, and a written response will be provided, usually within 10 days.

Final position

The escalation stage is the final step in our internal complaints procedure. Once a final response has been issued, the matter will be considered concluded unless there is a material change in circumstances or new, substantive information is provided that could not reasonably have been supplied earlier.

Important information

Only correspondence sent to the two email addresses listed above will be logged, monitored, and responded to as part of our complaints procedure. This approach ensures complaints are properly recorded, reviewed by the correct level of management, and responded to in a timely and consistent manner.

The contact details provided are correct at the time of publication. Should these change in the future, updated contact information will be made available, and all designated inboxes will continue to be monitored.

Statutory rights

Nothing in this complaints procedure affects your rights as a consumer or under the Mobile Homes Act 1983 (as amended)