



POLICY NUMBER 28: COMPLAINTS PROCEDURE

Camp 4-2-11 is committed to providing a safe, stimulating, consistent and accessible service to parents/carers. We always aim to provide a high quality service for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes our Camp's formal **Complaints** Procedure. It will displayed at the premises at all times.

Under normal circumstances the Camp Manager will be responsible for managing complaints. If a complaint is made against the Camp Manager, or if it is the wish of the parent/carer, the Camp 4-2-11 Owner will conduct the investigation. All complaints will be recorded in the Camp 4-2-11 Log.

Stage One

If a parent/carer has a complaint about some aspect of our Camp's activity, its booking procedures or about the conduct of an individual member of staff it will often be possible to resolve the problem quite simply by speaking to the Camp Manager and/or Camp 4-2-11 Owner. As outlined in the **Partnership with Parents/Carers** policy, our Camp is committed to open and regular dialogue on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the Camp Manager or members of the Camp Team. If a satisfactory resolution cannot be found then Stage Two of the procedure will formally come into operation. All complaints will be logged so that issues can be reviewed as part of our Camp's commitment to maintain best practice.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory outcome to the situation, parents/carers should put their complaint in detail and in writing to the Camp 4-2-11 Owner. Relevant names, dates, evidence and any other information on the nature of the complaint should be included.

Our Camp will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, our Camp will advise the parent/carer of this and offer an explanation. The Camp 4-2-11 Owner will be responsible for sending a full and formal response to the complaint. The formal response to the complaint from our Camp will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments for our Camp's policies or procedures emerging from the investigation.

If the Camp Manager has good reason to believe that the situation has child protection implications, she will inform that the local Social Services department, according to the procedure set out in the **Safeguarding** policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The Camp 4-2-11 Owner and Camp Manager will then arrange a time with the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and our Camp's response to it. The Camp 4-2-11 Owner will judge whether it is best for all parties to meet together or if individual meetings are more appropriate.

At any stage if the child, parent or staff member is dissatisfied with the response or concerned about children's welfare they can make a complaint to Ofsted.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Camp 4-2-11 Registration Number: XXXX

Ofsted Contact Details:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

[N.B. A review and update to this policy has been carried out on 28.03.2015](#)