



KidzQuest Complaints Policy

1. Policy Overview

KidzQuest Activity Camps are committed to providing high-quality care and a positive experience for all children, parents/guardians, and staff. We value feedback and view complaints as an opportunity to learn and improve our services. This Complaints Policy outlines the procedures for raising and handling complaints in a fair, respectful, and timely manner.

2. Policy Aims

The aims of this policy are to:

- Ensure that all complaints are taken seriously and addressed promptly.
- Provide a clear, transparent process for making a complaint.
- Resolve complaints efficiently and in a way that promotes trust and positive relationships.
- Use feedback to improve the quality of our services and enhance the experience of children and parents/guardians at KidzQuest.

3. Scope

This policy applies to all complaints made by parents/guardians, children, staff, volunteers, and other stakeholders. Complaints may relate to any aspect of the camp, including:

- Child safety and welfare
- Quality of activities or care provided
- Staff behaviour or conduct
- Communication and administration
- Health and safety concerns

4. Informal Complaint Procedure

We encourage parents/guardians and stakeholders to raise any concerns informally in the first instance, as many issues can be resolved quickly through open communication.

Step 1: Raise the Concern Informally

- If you have a concern, please speak directly with the relevant staff member, Instructor, or Coach as soon as possible. They will listen to your feedback and aim to resolve the issue promptly.
- If the issue cannot be resolved immediately, the staff member will inform the Camp Directors (Steven French or Laura French), who will take appropriate action.

Step 2: Feedback and Resolution

- The staff member or Camp Directors will discuss the concern with you and offer a solution or explanation. Most issues can be resolved at this stage through open dialogue and a willingness to address any misunderstandings.



5. Formal Complaint Procedure

If the concern cannot be resolved informally or you feel it is more serious, you may wish to make a formal complaint. The steps below outline the process for submitting and handling a formal complaint.

Step 1: Submit the Complaint in Writing

- Formal complaints should be submitted in writing to the Camp Directors via email or letter. Please include the following information:
 - Your name and contact details
 - The details of your complaint, including dates, times, and any relevant information
 - The names of any staff or individuals involved
 - What you would like KidzQuest to do to resolve the issue

Contact Details:

Email: feedback@kidzquestcamps.co.uk

Address: **KidzQuest Activity Camps, St James Primary School, Thursley Rd, Elstead, Godalming, GU8 6DH**

Step 2: Acknowledgement of the Complaint

- You will receive an acknowledgement of your complaint within **3 working days**, confirming that it has been received and is being investigated. The Camp Directors will aim to resolve the complaint within **10 working days** of receipt.

Step 3: Investigation and Response

- The Camp Directors will conduct a thorough investigation, which may involve speaking with staff, reviewing relevant records, and gathering additional information. They will ensure that the investigation is fair, impartial, and respectful of everyone involved.
- Once the investigation is complete, the Camp Directors will provide you with a written response, including details of the findings and any actions taken to address the issue.

Step 4: Resolution and Follow-Up

- If you are satisfied with the response, the complaint will be considered resolved, and the case will be closed.
- If you are not satisfied with the outcome, you may request a follow-up meeting with the Camp Directors to discuss the issue further.

6. Escalating a Complaint

If you feel that your complaint has not been resolved to your satisfaction, you have the right to escalate it to an external body. This may include:

- **Ofsted** (for concerns related to childcare standards and safeguarding):
Phone: **0300 123 1231**
Website: www.ofsted.gov.uk
- **Local Authority Safeguarding Team:**
Contact details will be provided upon request if the complaint involves a safeguarding concern.



KidzQuest will fully cooperate with any external investigations and provide all necessary information.

7. Confidentiality

All complaints will be handled with sensitivity and confidentiality. Information about your complaint will only be shared with those who need to know in order to address the issue. Personal information will be protected in line with data protection regulations (GDPR).

8. Record Keeping

KidzQuest will maintain a record of all formal complaints, including the details of the complaint, the investigation process, and the outcome. These records will be kept confidential and stored securely. Complaint records will be reviewed regularly by the Camp Directors to identify any patterns or recurring issues that may need to be addressed.

9. Supporting Children and Parents/Guardians

- KidzQuest recognises that making a complaint can be stressful, particularly if it involves a child's well-being. We are committed to providing support throughout the process and will ensure that the child's experience at camp remains positive and unaffected by the complaint.
- Children who raise concerns will be listened to and supported by staff. Any issues raised by children will be taken seriously and handled in accordance with this policy.

10. Learning from Complaints

KidzQuest views complaints as an opportunity to learn and improve. All feedback, whether positive or negative, will be used to enhance our services. The Camp Directors will review all complaints periodically and make any necessary changes to policies, procedures, or staff training to prevent similar issues from arising in the future.

11. Policy Review

This Complaints Policy will be reviewed annually or as necessary to reflect changes in legislation, best practices, or camp operations. Feedback from parents/guardians, staff, and external bodies will be considered during the review process to ensure the policy remains effective and comprehensive.