



Complaints Policy

Seren Kids colleagues work in partnership with parents and schools to meet the needs of the children, both individually and as a group. Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Club's service can be made to the lead member of staff during pick up or drop off or should be made via email to info@serenkids.com within 14 days of the incident/attending date of the child. The details of the concern, incident or allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly by the Club leader/manager. If the complaint is about the manager, this will be dealt with by A senior manager or one of the Directors of Seren Kids. All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by colleagues will be recorded on an Incident Log and reported to the Local Area Manager and logged. All complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of club or camps activity:

- The Club/Camp Manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual colleague:

- If appropriate, we will encourage the parent to discuss the matter with colleagues concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with a senior manager or one of the Directors. We will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing via email to info@serenkids.com who will:

- Acknowledge receipt of the email within 7 days but aim to acknowledge receipt within 24 hours where possible and investigate the matter within 28 days
- Send a full response in writing/reply email, to all relevant parties, including details of any recommended changes to be made to the club/camp's practices or policies as a result of the complaint. A Complaint Form will be completed to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the Club/camp's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Manager will refer the situation to the company's safeguarding lead, who will follow the procedures of the Safeguarding Policy. If a criminal act may have been committed, the Police will be contacted.

Making a complaint to Ofsted

Seren Kids Camps Guildford are ofsted registered. Ofsted Number: 2732434

Any parent or carer can submit a complaint to Ofsted about a Seren Kids Camp at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

We would aim to have any further camp locations opened in the future ofsted registered too.

This policy was last reviewed on 12th Feb 2025. This policy should be reviewed at least every 2 years by a member of Senior management or board of directors.