

# Camp Horizons

## Complaints Policy

At Camp Horizons we aim to work in partnership with parents and carers to deliver a high quality childcare service for everyone. If, for any reason, we fall short of this goal, we would like to be informed in order to amend our practices for the future and to address any shortfalls immediately. Our complaints policy is displayed on the premises at all times (this isn't true - can we just say is available online at all times and parents are signposted to it in our welcome pack?). Records of all complaints are kept for at least two years.

The respective camp manager is usually responsible for dealing with complaints. If the complaint is about the manager, the Camp Directors (Fabian Moreira-Phillips and/or Helen Dewell) will investigate the matter. Any complaints received about staff members will be recorded. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Camp activity:

- The manager will discuss the matter with the parent or carer concerned and aim to reach a satisfactory resolution. The camp manager will discuss the concern with the broader camp team and the directors to understand resolution options and potential impact. The camp manager will then communicate proposed remedial action(s) to the parent.

Complaints about an individual staff member:

- The camp manager will relay the feedback to the staff member and discuss how to remedy the situation.
- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the camp director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is not possible to reach a satisfactory resolution to the complaint through discussion, the parent or carer should put their complaint in writing to the Camp Directors (electronic/email is acceptable). The manager will:

- Acknowledge receipt of the letter within 48 hours.
- Investigate the matter and notify the complainant of the outcome within 7 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the camps practices or policies as a result of the complaint.
- Meet relevant parties to discuss the camps response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager/Camp Directors will refer the situation to the Camps' Child Protection Officer (Helen Dewell), who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: Helen Dewell	Date: 11/04/2022
To be reviewed: 10/04/2023	Signed: H. Dewell

