

Complaints Policy

1. Introduction

At Summer Adventure Camp Ltd (SAC) we aim to work in partnership with parents to deliver a high quality provision 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.

The SAC manager or director is usually responsible for dealing with complaints. If the complaint is about either of these people the other one will investigate the matter. Any complaints received about staff members will be referred to an SAC Director

2. Stage one

Complaints about aspects of SAC activity:

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

Complaints about an individual staff member:

- The manager will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

3. 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 to the manager. The manager will:

- Acknowledge receipt of the email within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to SAC practices or policies as a result of the complaint.
- Meet relevant parties to discuss SACs 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 Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **SAC Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police.

4. Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about SAC 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)