



## **Complaints procedure**

Winchmore Camps aims to provide a comprehensive and transparent Complaints Policy so parents and carers know exactly how we deal with their concerns.

We welcome suggestions for improving our work at Winchmore Camps. Be assured that no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with the Camp Manager.

The Camp Manager will investigate the problem and discuss their findings with you so that we can find a way forward together which serves the best interest of both the camp and your child. In the unlikely event of the problem remaining unresolved you can put your complaint in writing to the Winchmore Camps Regional Manager by email: [sue@winchmorecamps.com](mailto:sue@winchmorecamps.com). The matter will again be investigated in full and you will receive a written response.

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

### **Stage 1: Informal Action**

- Parents discuss concerns with the Camp Manager.
- The parent is contacted as soon as the matter has been investigated. A record is made of this contact.
- The complaint is confidential. However, this confidentiality will be disregarded if there is a clear issue of Child Protection.
- The Camp Manager will ensure that the parent is clear what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further.

### **Stage 2: Referral in writing to the Regional Manager**

- The Regional Manager will acknowledge the complaint within 3 working days.
- The Regional Manager will investigate further, interviewing witnesses as appropriate. If the complaint centres on a child, the child would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.
- The Regional Manager will keep a written record of meetings, telephone conversations and other documentation.
- If appropriate the Regional Manager will consult with other professionals for advice.
- Once all relevant facts have been established, the Regional Manager will respond in writing.