

At PH Camps we aim to work in partnership with parents 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 to amend our practices for the future. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The Wraparound Care Programme Manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded and a complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of club activity:

- The Camps Operations 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:

- If appropriate the parent will be encouraged to discuss the matter with the staff member concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Camps Operations Manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Camps Operations Manager. The manager will:

- Acknowledge receipt of the letter 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 the Club's practices or policies because of the complaint.
- Meet relevant parties to discuss the club's response to the complaint, either together or on an individual basis.

- If child protection issues are raised, the club leader will refer the situation to the company Designated Safeguarding Lead (DSL), 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 Camps Operations Manager will contact the police.

Making a complaint to Ofsted

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

This policy was adopted by: PH Camps	Date: 18/02/25
To be reviewed: 17/02/26	Signed: 