



## Complaints Policy

At Forbesy 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 aim, we would like to be informed in order to revise our practices for the future.

### Compliments

These are always welcome and very encouraging to staff. Forbesy camp encourages feedback and opinions from children and parents. In practice, this dialogue is continuous, sometimes directly and also indirectly, for example, through questionnaires (issued once a year). It may not always be possible to act immediately, but children and the Forbesy camp always benefit from feedback, so don't hold back.

### Concerns

It is natural that parents may, occasionally, be concerned about an aspect of their child's welfare at camp. This could include, for example, issues concerning Forbesy Camp's approach to behavioural problems. We welcome enquiries from parents about any matter. Staff will explain the camps practices, policies and how they affect the children. The vast majority of concerns will be handled by the camp staff. If in doubt, keep asking until you are completely satisfied as all staff are eager to help. The usual format is to speak to the Welfare Manager in the first instance to discuss your concern. At all times the Welfare Manager will help to resolve a problem. If occasionally parents feel they must state their concerns formally, this too is not a problem. Forbesy Camp has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

### Complaints

The procedure is again to speak to the Welfare Manager in the first instance or contact our Camp Coordinator at [admin@forbesycamps.com](mailto:admin@forbesycamps.com) directly to arrange an appointment with Scott Forbes to discuss your complaint.

The nationally accepted procedure is divided into three stages:

**Stage 1** aims to resolve the concern through informal contact at the appropriate level at the camp. The Welfare Manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

**Stage 2** if it is not possible to reach a satisfactory outcome through stage 1, the parent will be asked to put their complaint in writing. They will receive an acknowledgement within 7 days from the camp manager who has responsibility for dealing with complaints. The complaint will then be investigated thoroughly and all parties involved



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will receive details of the finding in writing, together with details or any recommended changes. The option will be given to meet with the Camp Manager if they wish.

If child protection issues are raised, the manager will refer the situation to Kellie Forbes, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Policy.

If a criminal act may have been committed, the manager will contact the police.

**Stage 3** is the next step, once Stage 2 is complete, if the parent is not happy with the outcome, the final recourse for a complainant is to Ofsted.

Any parent can submit a complaint to Ofsted about Forbesy Camps, at any time.

Ofsted will consider and investigate all complaints.

**Address:** Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

**General Enquiries:** 0300 123 1231

**Complaints:** 0300 123 4666

All staff are familiar with the guidelines and have a duty to help parents needing advice. Please don't feel you are making a fuss. These procedures have been carefully compiled and their reference, however rare, is routine to help children, parents and the camp.