



Complaints Policy

At Fire Tech Camp, we aim to work in partnership with parents to deliver a high quality 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. Our complaints policy will be available on the premises and website at all times. Records of all complaints will be retained for a period of 10 years. A summary of complaints is available for parents on request.

A Camp Director/Lead will generally be responsible for dealing with complaints. If the complaint is about a Camp Director/Lead, a senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an incident log and a complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Fire Tech Camp activity:

- The Camp Director/Lead 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 staff concerned
- If the parent feels that this is not appropriate, the matter will be discussed with the Camp Director/Lead, who will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution

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 Fire Tech HQ
FAO: J Hodges. The complaint will then proceed as follows:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the camp's practices or policies as a result 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 manager will refer the situation to the Senior Assigned Person, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Fire Tech Camp at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Royal Exchange Building, St Anne's Square, MANCHESTER, M2 7LA Telephone: 0300 123 4666