

## **Camp at the Lodge – Complaints Policy**

### **Policy Statement**

At **Camp at the Lodge**, we strive to work in open partnership with parents, carers, and the wider community to provide a safe, high-quality, and enjoyable experience for all children. However, we recognise that there may be occasions when individuals wish to raise a concern or make a formal complaint.

We take all concerns seriously and aim to resolve them promptly and professionally in a way that respects all parties involved.

This policy outlines our clear and transparent complaints process, in accordance with the requirements of the **Statutory Framework for the Early Years Foundation Stage (EYFS 2024)**, **sections 3.75–3.76**, and **Ofsted** expectations.

All complaints are recorded, reviewed, and stored confidentially for a minimum of **three years**. A summary is available on request.

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### **Who to Contact**

The designated person responsible for handling complaints at Camp at the Lodge is the **Camp Director or Manager**. If a complaint involves the Camp Director, it will be referred to the **Registered Provider or Safeguarding Lead**.

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### **Complaints Procedure**

#### **Stage One – Informal Resolution**

Most complaints can be resolved quickly and informally.

#### **Complaints about camp procedures or general concerns:**

- Parents/carers should speak directly with the **Camp Manager** at the earliest opportunity.
- The manager will listen, investigate where needed, and aim to resolve the issue promptly.

#### **Complaints about a staff member:**

- If appropriate, the parent/carer may be encouraged to speak with the staff member directly.

- If not appropriate, or if the parent prefers, the **Camp Manager** will speak to the staff member on their behalf and seek a resolution.

All informal complaints will be logged and monitored to identify any recurring issues.

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## **Stage Two – Formal Written Complaint**

If the issue cannot be resolved informally or the parent/carer remains dissatisfied, they should submit a **written complaint** to the **Camp Manager** (or Director if the complaint involves the manager).

Upon receipt of the written complaint:

- **Acknowledgement** will be sent within **7 working days**.
  - A full investigation will be carried out and the outcome communicated in writing within **28 days**.
  - The written response will include:
    - A summary of the investigation
    - Any action taken
    - Any changes or improvements to procedures or staff training
  - If appropriate, a meeting will be offered to the complainant to discuss the outcome.
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## **Safeguarding or Criminal Allegations**

If the complaint raises a **safeguarding or child protection concern**:

- The matter will be referred immediately to the **Designated Safeguarding Lead (DSL)**.
- The DSL will follow the **Safeguarding Policy** and report to the **Local Authority Designated Officer (LADO)** if needed.
- If a criminal act is suspected, the DSL or Director will inform the **police** without delay.

## **Making a Complaint to Ofsted**

Parents and carers can contact **Ofsted** at any time if they are concerned that:

- Camp at the Lodge is not meeting the EYFS statutory requirements
- A child's safety or wellbeing is at risk

### **Ofsted Contact Details:**

- **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
  - **General Enquiries:** 0300 123 1231
  - **Complaints:** 0300 123 4666
  - **Website:** [www.gov.uk/ofsted](http://www.gov.uk/ofsted)
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## **Monitoring and Review**

- All complaints are recorded and stored securely.
  - Trends and outcomes are reviewed by the Camp Director and Safeguarding Lead.
  - This policy is reviewed **annually** or in line with changes to Ofsted or EYFS requirements.
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**Policy Adopted by:** Camp at the Lodge

**Date:** July 2025

**To be Reviewed:** July 2026

**Signed:** Emma Eve-Raw, Director & Safeguarding Lead