



## HOLIDAY CAMP CIC

### Compliments and Complaints Policy

At WhizKid Wonderland Holiday Camp, we are committed to providing a fun, safe and enriching experience for all children in our care. We value feedback from parents, guardians, and campers, as it helps us maintain and improve the quality of our camp.

---

#### Compliments

We love hearing positive feedback! If you or your child have had a great experience at WhizKid Wonderland, please feel free to share your compliments with our staff. You can:

- Speak directly to a staff member or the Camp Manager.
- Send an email or written note.
- Leave a review or testimonial.

Your positive feedback will be shared with our team to recognise and encourage excellent practice.

#### Complaints

We take all concerns seriously and aim to resolve them as quickly and fairly as possible. If you have any questions, comments, or concerns about your child's experience, please follow these steps:

#### Step 1: Raising a Concern

- Verbal Concerns: Please speak with the Camp Manager or any staff member. Any

- concerns raised verbally will be discussed in the next staff meeting and follow-up actions will be taken as necessary.
- Written Complaints: If you prefer to submit a complaint in writing, you may do so via email or letter addressed to the Camp Manager.
- Complaint Forms: You can request a complaint form from any staff member if you wish to submit a formal written complaint.

### **Step 2: Acknowledgment and Resolution**

- We will acknowledge receipt of any written complaint within **five working days**.
- A full written response, detailing any findings and actions taken, will be provided within **28 days**.

### **Step 3: Further Action**

If you are not satisfied with the resolution, you may request a further review by a senior member of our team, who will re-examine the matter and provide a final response.

### **Step 4: Contacting Ofsted**

If the matter cannot be resolved to your satisfaction, you have the right to raise your concerns with Ofsted. Parents are informed that they can contact Ofsted at any stage of the complaint process. Below is the contact information for Ofsted:

Ofsted Contact Details:

- **Phone:** 0300 123 1231
- **Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- **Website:** [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

We appreciate your feedback and are dedicated to ensuring a positive experience for every child at WhizKid Wonderland.

### **Contact Information:**

Lucy Grant-Sackey  
[halftermbreaks@gmail.com](mailto:halftermbreaks@gmail.com)