



— OFFICIAL COMPANY DOCUMENT —

complaints

policy



Camp 4 Champs Ltd

Company No. 10035921

85 Great Portland Street, London, W1W 7LT

● REGISTERED OFSTED PROVIDER

VERSION

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1 May 2027

APPROVED BY

Directors (DSL & DDSL)

1 | purpose

Camp 4 Champs is committed to handling complaints fairly, transparently and promptly. Complaints are taken seriously and managed in a way that protects children, supports staff, and enables continuous improvement.

2 | scope

This policy applies to complaints raised by parents or carers, children, staff, visitors or external providers, across all Camp 4 Champs sites and activities.

3 | principles

Complaints will be handled:

- respectfully and without prejudice
- as quickly as possible
- with appropriate confidentiality
- in line with safeguarding requirements

Complaints that raise safeguarding concerns are escalated immediately and are not treated as routine complaints.

4 | what constitutes a complaint

A complaint may relate to:

- the care or supervision of children
- staff conduct or professionalism
- health and safety arrangements
- safeguarding practice
- communication, bookings or service delivery

Minor concerns raised on site may be resolved immediately where appropriate. Serious or unresolved matters are handled formally.

5 | how to raise a complaint

Complaints should be raised in writing where possible via: **bookings@camp4champs.co.uk**

Complaints raised verbally on site may be escalated to Directors if they cannot be resolved promptly.

6 | safeguarding-related complaints

Any complaint involving:

- allegations against staff
- unsafe practice
- harm or risk to a child

is escalated immediately to the DSL or DDSL and managed under the Safeguarding and Child Protection Policy. External agencies will be contacted where required.

7 | complaint handling process

- Acknowledgement within two working days
- Investigation led or overseen by Directors
- Written response normally within ten working days

Timescales may be extended where safeguarding or complex investigation is required.

8 | outcomes

Outcomes may include explanation, apology, procedural change, training, supervision, or disciplinary or safeguarding action.

9 | unreasonable behaviour

Aggressive or abusive behaviour towards staff is not tolerated. Communication may be restricted and site access limited if necessary.

10 | escalation

Parents may contact Ofsted if dissatisfied with the outcome. Parents can contact Ofsted for general inquiries or to raise concerns by phone at 0300 123 1231 or by email enquiries@ofsted.gov.uk

11 | recording and retention

All complaints are recorded factually and retained in line with the Data Retention Policy.

– E N D O F P O L I C Y –