



Compliments, Concerns and Complaints Procedure

Whenever we say parents in this document we mean parents and carers and whenever we say child we mean children and young people aged 0 to 19 years old (up to 25 years old for young people with special needs).

Aim

Camp Glide aims to provide high quality, safe, stimulating and consistent provision for all your children and parents. If, for any reason you get a complaint, Camp Glide aims to address it appropriately in a timely fashion.

Camp Glide aims to deal with all complaints directly. However, If it is felt a complaint should be reported straight to Ofsted you may call 0300 123 1231

Complaints

Responsibility for managing complaints

- Complaints may be brought up with any staff member
- If the staff member cannot deal with the complaint it will be passed to their line manager
- If the line manager cannot give a satisfactory response then you may contact the Camp Director.
- If the Camp Director cannot give a satisfactory response then you should contact **Andy Setters; 07449532326**

Making parents aware of your complaints policy and procedure.

- Our complaint procedure is available on request and is situated in the policies binder.

Resolving a complaint in the first instance.

- You may start a complaint with a conversation with a staff member. Camp Glide staff will try and resolve the issue through conversation and action.
- If necessary, immediate action will be taken and practices will be reviewed.

Formal complaints

- If you would like to make a complaint formal we do ask for it in writing. Please include:
 - Your name
 - Your Child's name
 - The nature of your complaint
 - The time and date of any incidences
 - Any evidence to support your complaint
 - Contact details

Acknowledging complaints

- The staff member that receives the complaint acknowledges its receipt and will pass it on to the right person in order to gain a response. Non urgent complaints will be responded to in 28 days. Urgent complaints will be responded to as soon as possible.

Response to feedback

- We will respond to a formal complaint in writing, possibly after speaking with the complainant.

Complaints about the management

- If the complaint is about a manager please contact Andy Setters 07449532326

- If Andy Setters' response is not satisfactory you may contact OFSTED about care and provision and HSE for health and safety issues.

Sharing complaints

- If appropriate we will share complaints with parents. Confidentiality will remain in place where appropriate. Camp Glide will protect the interests of its children and participants.

Records

- Records of complaints are kept in the complaints folder on paper. Resolution of a complaint is also kept here

Complaints to OFSTED

- Any appropriate complaints are reported to OFSTED. The Camp Director will report these to OFSTED. In their absence the Early Years Manager will report to Ofsted

Unresolved Complaints

If a complaint has not been resolved, the complainant is to contact the Camp Director or Andy Setters. The complaint will be reviewed and a new response will be given. If this fails to meet expectations, complainants can contact OFSTED.

- □ If the complaint made has any child protection implications, the Surrey Safeguarding Children Board guidelines need to be followed.

Record of complaints

Complaints are dealt with promptly and fairly.

Complaint records include:

- ✓ the nature of the complaint
- ✓ the action taken initially
- ✓ any action taken later
- ✓ the person responsible for investigating the complaint
- ✓ the timescale
- ✓ a review of the effectiveness of the action taken
- ✓ who gets a copy of the complaint record including a written record of the outcome
- ✓ how to provide parents with the name, address and telephone number of Ofsted.

Reviewed 27/05/26

If Camp Glide receives a complaint from a parent or Ofsted, we keep all the paperwork related to the complaint until at least your next Ofsted inspection.

Making a complaint to Ofsted

Any parent can, at any time, make a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received. This is mentioned in the policy above.

**Ofsted Piccadilly Gate Store Street Manchester
M1 2WD**

Telephone: 0300 123 1231

Children Act Regulation – Camp Glide will investigate all complaints made in writing or in electronic form from parents/carers where these relate to one or more of the welfare requirements or conditions of registration. Camp Glide will provide the parent/carer who made the complaint with an account of the findings and of any action taken as a result within 28 days if you are on the Early Years Register or the Childcare Register.

Camp Glide will make a written record of complaints, any action taken and the outcome of any investigation, and provide a summary, on request, to any parent/carer of a child for whom you act (as a childminder) or provide daycare, and Ofsted. Records must be retained for a period of at least three years from the date on which the record was made.

Concerns

- Records
 - Concerns are recorded and placed in a concerns folder
 - Concerns should include the following (you may remain anonymous, but will not receive a response)
 - o Your name
 - o Your Child's name
 - o The nature of your concerns
 - o The time and date of any incidences
 - o Any evidence to support your concerns
 - o Contact details

What Camp Glide does with concerns

- Concerns are acknowledged and reviewed
- Practices may be reviewed as part of a concern
- Responses may be given to communicate action taken

Compliments

- Recording compliments
 - Compliments are recorded on paper and stored in the compliments folder
 - Concerns should include the following (you may remain anonymous, but will not receive a response)
 - Your name
 - Your Child's name
 - The nature of your compliment
 - The time and date of any incidences
 - Any evidence to support your compliment
 - Contact details
- What Camp Glide does with compliments
 - Compliments may be shared with staff if appropriate
 - Some compliments may be displayed as positive feedback
- policy regarding gifts to staff from parents e.g. cash, vouchers expensive presents
 - Camp Glide does not take responsibility of gifts to staff from parents. It is considered a private interaction.

Suggestions

- Suggestions
 - Suggestions may be given to staff in the form of written feedback Useful resources and websites

- Advisory, Conciliation and Arbitration Service

(ACAS) www.acas.org.uk

08457474747

- Ofsted
www.ofsted.gov.uk

Reviewed 27/05/26

0300 123 1231

Piccadilly Gate, Store Street, Manchester, M1 2WD

- ☐ Surrey Safeguarding Children's Board (SSCB)

www.surreycc.gov.uk/safeguarding

- ☐ Citizens Advice Bureau

www.citizensadvice.org.uk

- ☐ Surrey Family Information Service

www.surreycc.gov.uk/fis

0300 200 1004