

**Camp Corve, Don't Rain Skateboard Coaching Limited at Canopy Skatepark
and
Wight Co Limited Camp Corve**

**Quality Management Policy Statement
Adopted April 2022
Reviewed 14th February 2026
Next review 14th February 2027**

Camp Corve (trading name for Wight Co Limited) Don't Rain Skateboard Coaching Limited at Canopy Skatepark was first established as Don't Rain Skateboard Coaching in 2015 to provide to skateboard coaching to all ages and specialised sessions to hard to reach or engage learners. We are now based at Corve Farm (Camp Corve) and are a family run business.

Quality is of central importance to our business because we are committed to people, safety and performance. This is at the heart of everything we do.

As a company, we are committed to continuous improvement and have established a Quality Management System that provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our commitment to people, safety, performance and continuous improvement throughout our business:

- regular gathering and monitoring of client feedback
- a client complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our contractors and employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Policy Manual that is available to all employees and clients.

This policy is available for all to see.

Although the Directors have ultimate responsibility for Quality, as we develop and expand our business, all employees will have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Our Quality Management policy is defined and strongly driven by the following management principles and behaviours:

- To build a mutually beneficial relationship with all our customers, aiding their enjoyment of our facilities, coaching and development needs.
- To achieve our commitments of people, safety and performance
- To use best preventive practices at all levels and ensure reliable risk management
- To drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, learning and development and customer feedback
- To continually develop our staff, through development and training programmes and show strong leadership involvement and commitment

We are committed to meet the requirements of our clients, learn from customers, and comply with legal and regulatory requirements. Also to continual review and development of our systems helping to ensure that we remain effective.

We aim for long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we may not always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system.

To ensure we have Quality Management Processes and Procedures in place we:

- File annual returns with Companies House
- Follow Skate GB Guidelines where ever applicable
- Have established methods for measuring success
- We are committed to continuous improvement

- From time to time our instructors and/or learners complete Satisfaction Surveys
- We have a Complaints Procedure
- We focus on identifying potential risks/ errors in our systems and seek to put in place necessary preventative actions to ensure continuing compliance with legislation and best practise
- We ensure quality of service provision by adhering to the principle of everyone understanding how to do their job to the standard required and doing it right first time.
- We use feedback from our staff, our users, our learners and visitors to continuously improve our service
- We are undertaking an annual, thorough internal and external audit of our work.
- We keep abreast of changes to employment legislation which affect the delivery of our services.
- A key element of our Quality Management System is the requirement to comply with our documented company policies and procedures which includes

Camp Corve & Canopy Skatepark:

- Business Continuity Policy & Disaster Recovery Plan
- Complaints & Escalation Procedure
- Inclusion & Diversity Policy
- H&SE and Quality Assurance for the site – includes minimising waste, minimising energy consumption, travel by public transport and green/shared etc.,
- H&S for the car parking
- Safeguarding & Child Protection Policy
- Whistle Blowing Policy
- Vulnerable Adults Policy
- Lone Working Policy
- Information & Data Security Policy – Data Protection & Privacy

- Membership & Disclaimer Form Canopy Skatepark
- Disclaimer/parental consent (under 16s) form Volunteers for Canopy
- Competition entry & Disclaimer form Canopy Skate Competitions

- CampCorve Etiquette and Campsite Rules Terms & Conditions
- Site Security Policy – CCTV, gate locking etc.,
- Accommodation Management Policy
- Cleaning Policy
- Land Management Policy
- Telephone, Internet & Email Policy
- Grievance & Disciplinary Procedure
- Event Behaviour policy

Signed

Hamish Fleming Director