



## Complaints Policy

Created 1<sup>st</sup> November 2024

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**Created: 1st November 2024**

At Art Camp, we are always ready to listen to feedback and concerns at our sites. If you would prefer to discuss your complaint at a different time, please feel free to contact us by phone. Our management team is trained to handle complaints professionally and respectfully.

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### Our Complaints Process

- 1. Investigation**  
An investigation is conducted with a primary focus on safeguarding and promoting the welfare of the child.
- 2. Documentation**  
We record full details of every complaint, including any relevant follow-up information, actions taken, and whether the complaint has been resolved.
- 3. Response and Report**  
If needed, we will complete the investigation and provide a verbal or written response within seven days. If more time is required, this timeframe may be extended by an additional 14 days with mutual agreement.
- 4. Escalation (Stage Two)**  
If the initial response does not satisfy the complainant, we proceed to stage two of the process. At this stage, the complainant will be asked to submit the complaint in writing.
- 5. Further Review and Written Response**  
The complaint will undergo additional review, and a written response, including investigation findings and any actions taken, will be provided within 28 days.
- 6. External Involvement**  
If an external agency, such as the police or an inspection authority, becomes involved, we will consult with them on the appropriate steps and keep the complainant informed of any progress. A written record of all complaints is maintained and is available upon request.

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## **Contacting Ofsted**

In England, complaints can also be directed to Ofsted. You may reach them by telephone at **0300 123 1231** or in writing at:

**The National Business Unit,  
Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester M1 2WD**