

1. Introduction

Tech Camp aims to always to provide an exceptionally high standard of both education and pastoral care. However, if parents do have a complaint, they can expect it to be treated seriously and in accordance with a set procedure.

2. The Complaints Procedure

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint they should normally contact, in the first instance, the Tech Camp manager at the event concerned. It is hoped that, in most cases, the matter will be resolved straightaway or at least within a few days to the parents' satisfaction. However, if the manager cannot resolve the matter alone, it may be necessary for him / her to consult the Tech Camp Director.

Should the matter not be resolved within that period of time, or in the event that a satisfactory resolution is not reached, then parents are advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis in accordance with the procedure above, then the parents should **put their complaint in writing** to the Director, clearly indicating that their letter constitutes a **formal complaint**.

In most cases, the Director will meet and/or speak to the parents concerned, as soon as possible after receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Director to carry out further investigations.

The Director will **keep written records** of all meetings and interviews held in relation to the complaint.

Once the Director is satisfied that, so far as practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision **in writing within 7 days**. The Director will give reasons for his decision.

If parents are still not satisfied with the decision, you may consider taking your complaint to the Secretary of State for Education and Skills, or OFSTED.