



Epic Camps

Complaints, Concerns & Compliments Policy

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Review Date: July 2027

Our Commitment

At Epic Camps, we are committed to providing a safe, enjoyable and high-quality experience for every child and family.

We value feedback and believe that compliments, suggestions, concerns and complaints help us continually improve the service we provide.

Where concerns arise, we aim to resolve them fairly, promptly and professionally whilst always placing the welfare of children at the centre of every decision we make.

Our Principles

When responding to concerns or complaints we will always aim to:

- Listen carefully and remain impartial.
 - Treat everyone with courtesy and respect.
 - Investigate concerns fairly and thoroughly.
 - Respond within reasonable timescales.
 - Keep families informed throughout the process.
 - Respect confidentiality.
 - Learn from feedback to improve our service.
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Concerns or Complaints?

A Concern

A concern is a question, worry or issue that can usually be resolved quickly through discussion with the Camp Manager or our Office Team.

Examples include:



- Lost property
- Collection arrangements
- Daily activities
- Minor communication issues

Most concerns can be resolved immediately.

A Complaint

A complaint is an expression of dissatisfaction where a parent or guardian believes an issue has not been resolved or requires a formal investigation.

Examples may include:

- Staff conduct
 - Safety concerns
 - Service delivery
 - Booking administration
 - Decisions made by Epic Camps
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Stage 1 – Informal Resolution

We encourage parents to raise concerns as soon as possible with:

- The Camp Manager
- The Area Manager
- Our Office Team

Many concerns can be resolved quickly through discussion.

We aim to acknowledge concerns within **2 working days** and resolve them within **5 working days** wherever reasonably possible.

Stage 2 – Formal Complaint

If a concern cannot be resolved informally, a formal complaint may be submitted using the **Epic Camps Online Complaint Form**, available via the **Contact Us** section of our website.

The form requires the following information:

- Parent/carer's name and contact details
- Child's name
- Camp attended



- Details of the complaint (*maximum 1,500 characters*)
- Steps already taken to resolve the matter (*maximum 1,000 characters*)
- The outcome being sought (*maximum 750 characters*)

An automatic acknowledgement email will be sent once the form has been submitted successfully.

A member of the Epic Camps Senior Management Team will investigate the complaint using all relevant information reasonably available at the time. Where further information is required, we may contact you to assist with our investigation.

We aim to provide a full written response within **10 working days** of receiving a completed complaint. Where additional time is required due to the complexity of the matter or the need to gather further information, we will notify you, explain the reason for the delay, and provide an updated target response date.

Formal complaints should normally be submitted within 20 working days of the incident. Complaints received outside this timeframe will only be considered in exceptional circumstances.

Stage 3 – Final Review

If you remain dissatisfied following our formal response, you may request that the matter be reviewed by one of the company's Directors or Owners.

The reviewing Director or Owner will consider:

- The original complaint
- The investigation
- Any additional information provided

A final written decision will normally be issued within **15 working days**.

This represents Epic Camps' final internal stage of the complaints process.

Safeguarding Concerns

Where a complaint relates to safeguarding or child protection, it will be managed in accordance with our Safeguarding Policy.

Where appropriate, concerns may be referred to external agencies including the Local Authority Designated Officer (LADO), Children's Services or the Police.



Confidentiality

To protect the privacy and welfare of children, families and staff, Epic Camps will not discuss the personal circumstances of any child or family publicly.

This includes responding to comments made on social media or online review platforms.

We will not publicly discuss the personal circumstances, behaviour or support needs of any child, regardless of the circumstances.

Decisions Regarding Attendance

Epic Camps is committed to providing an inclusive environment wherever reasonably possible.

However, holiday camps operate within group environments with appropriate staffing ratios and shared supervision.

In exceptional circumstances, Epic Camps may determine that it is unable to safely and appropriately meet a child's individual needs within our standard staffing model.

Such decisions are never taken lightly and are made solely in the interests of:

- the child's welfare,
- the safety and wellbeing of other children,
- the safety of our staff,
- and our legal duty of care.

Any such decision will be based on an assessment of the individual circumstances, the information available at the time, and Epic Camps' ability to provide safe and appropriate care within its normal operating arrangement

Persistent or Unreasonable Complaints

We understand that parents may feel strongly about matters involving their children. Once a complaint has been fully investigated, we will provide a clear written response explaining our findings and any actions taken.

If a parent remains dissatisfied, they are welcome to contact us again if they believe there is additional relevant information that should be considered.

We reserve the right to manage future correspondence appropriately where communication becomes abusive, threatening or unreasonable.

This will never prevent genuine safeguarding concerns from being reported or investigated.



Compliments

We are equally pleased to receive positive feedback.

Compliments are shared with our staff team and help us recognise excellent practice.

Feedback can be sent to:

info@epiccamps.co.uk

Continuous Improvement

Every complaint is reviewed by senior management to identify opportunities to improve our service, policies, training and procedures.

We believe that listening to families helps us continue to provide the safest and highest-quality experience possible for every child.

We appreciate all feedback and thank families for giving us the opportunity to continually improve the experience we provide for every child attending Epic Camps.