



# Woodlarks Camp Site Trust

## Complaints and Compliments Procedure

### 2016

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## 1. Foreword

This is the 2016 version of the Woodlarks Camp Site Trust Complaints and Compliments Procedure. It outlines the procedures for users of Woodlarks Camp Site to voice their opinions about Woodlarks Camp Site Trust ('the Trust') and vice versa.

It is a Policy Document of Woodlarks Camp Site Trust. Other policy documents include Child Protection Policy, Equal Opportunities Policy, Health and Safety Policy, Vulnerable Adults Protection Policy and Handling of Information Policy.

A copy of the current version of this Handbook will be kept in the Camp Leader's office in Bradbury Croft.

It was written by Malcolm Jarrett.

It has been produced using Microsoft Office Word 2016. The file is saved in Microsoft .docx format. Using other software (e.g. OpenOffice) can cause formatting inconsistencies and is not recommended. It will be distributed in PDF format.

The Trust will normally be represented by Sarah Lane, The Secretary, or The Honorary Warden, Nick Richards. If they are unable to help Alexine Crawford (01252 715589) or any member of the Trust's Management Committee will represent the Trust.

## 2. Types of Complaint

This document outlines the following forms of complaint

1. Complaints by Camps against the Trust, see page 3
2. Complaints by the Trust against Camps, see page 3
3. Complaints by third parties, see page 3



### 3. Complaints by Camps against the Trust

It is important that any complaint should be made as soon as is reasonably possible to allow swift resolution. Any grievance should be raised with Nick or Sarah in the first instance.

If you feel the complaint has not been resolved satisfactorily, please write to Woodlarks Camp Site Trust c/o Kathleen Marshall House, Woodlarks Camp Site, Tilford Road, Farnham, Surrey GU10 3RN. Please supply any supporting evidence such as photographs or receipts. The Trust will provide an answer within 28 days.

### 4. Complaints by the Trust against Camps

If the Trust has reason to complain about a camp, the Camp Leader will be informed at the earliest opportunity by Nick or Sarah.

If the complaint is against an individual, or a group of individuals, the Camp Leader will be expected to resolve the matter to the Trust's satisfaction. In cases of serious misbehaviour, the Camp Leader will be expected to remove any individual or individuals responsible.

If the complaint is against the Camp as a whole, the Camp Leader will be expected to resolve the matter as soon as is reasonably possible.

The Trust reserves the right to exclude any individuals or groups of individuals whose behaviour is unacceptable. Our Exclusion Policy explains the process.

### 5. Complaints by Third Parties

Occasionally the Trust receives complaints from third parties on issues such as noise or unacceptable behaviour.

If the complaint is against a specific Camp, Nick or Sarah will bring it to the attention of the Camp Leader for resolution.

If the complaint is against the Trust, the Trust will liaise directly with the complainant to resolve the problem.



## 6. Compliments

If anyone feels they have received exceptional service from anyone involved in Woodlarks, please inform Sarah Lane, who will pass on the compliments.

## 7. Document Review

This policy will be reviewed after three years.

Signed: Alexine Crawford

Date:

Print name: Alexine Crawford

Position held: Chairman

Implemented: November 2016

Next review: November 2019

Person responsible: Mark Greenwood