



## FunnClubb - Complaints Policy

### 1. Our Commitment

The FunnClubb LTD is committed to providing a high-quality and welcoming service to all our families. We value all feedback, including complaints, and use it to learn and improve our provisions. We aim to resolve any issues or concerns promptly, fairly, and professionally.

### 2. Our Procedure

We have a clear, multi-stage procedure to ensure all complaints are handled effectively.

#### **Stage 1: Informal Complaint (On-Site Resolution)**

- We encourage parents to raise any minor concerns directly with the **on-site Lead Coach** in the first instance.
- Our Lead Coaches are trained to handle concerns and will do their best to resolve the issue for you immediately.
- We find that most issues can be resolved quickly and informally at this stage.

#### **Stage 2: Formal Complaint (To the Director)**

- If you are not satisfied with the response from the Lead Coach, or if your complaint is of a more serious nature, you should make a formal complaint in writing.
- Please send your complaint via email to the Director, Reuben Agilinko, at **hello@thefunnclubb.co.uk**.
- Please include as much detail as possible, including the date, the camp location, and the nature of your complaint.

- We will acknowledge receipt of your written complaint within **48 hours**.
- We will then conduct a full investigation and provide you with a formal written response within **14 days**.

### **Stage 3: Escalation to Ofsted**

- We aim to resolve all complaints to your satisfaction. However, if you are not satisfied with the outcome of our investigation, you have the right to escalate your complaint to our regulatory body, Ofsted.
- Ofsted can be contacted on:
  - **Phone:** 0300 123 1231
  - **Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
  - **Website:** [www.gov.uk/complain-childcare-provider](http://www.gov.uk/complain-childcare-provider)

#### Policy Review

This policy will be reviewed annually, or sooner if there are any changes in legislation or guidance.

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