

FEEDBACK AND COMPLAINT POLICY AND PROCEDURE

Introduction

Our aim is to give students the most amazing Camp experience possible and give parents/agents peace of mind that they have chosen the best Camp for their child. If parents/agents are not entirely satisfied with our service, they are encouraged to let us know as soon as possible so we can resolve it right away.

Details of how to contact the Camp Manager are within the Student Welcome Pack.

Details of how to contact the Head Office Team are within the details given to parents/agents as part of the booking process.

Details on how to get in touch with the British Accreditation Council (our regulator) are within the Student Welcome Pack.

Positive Feedback

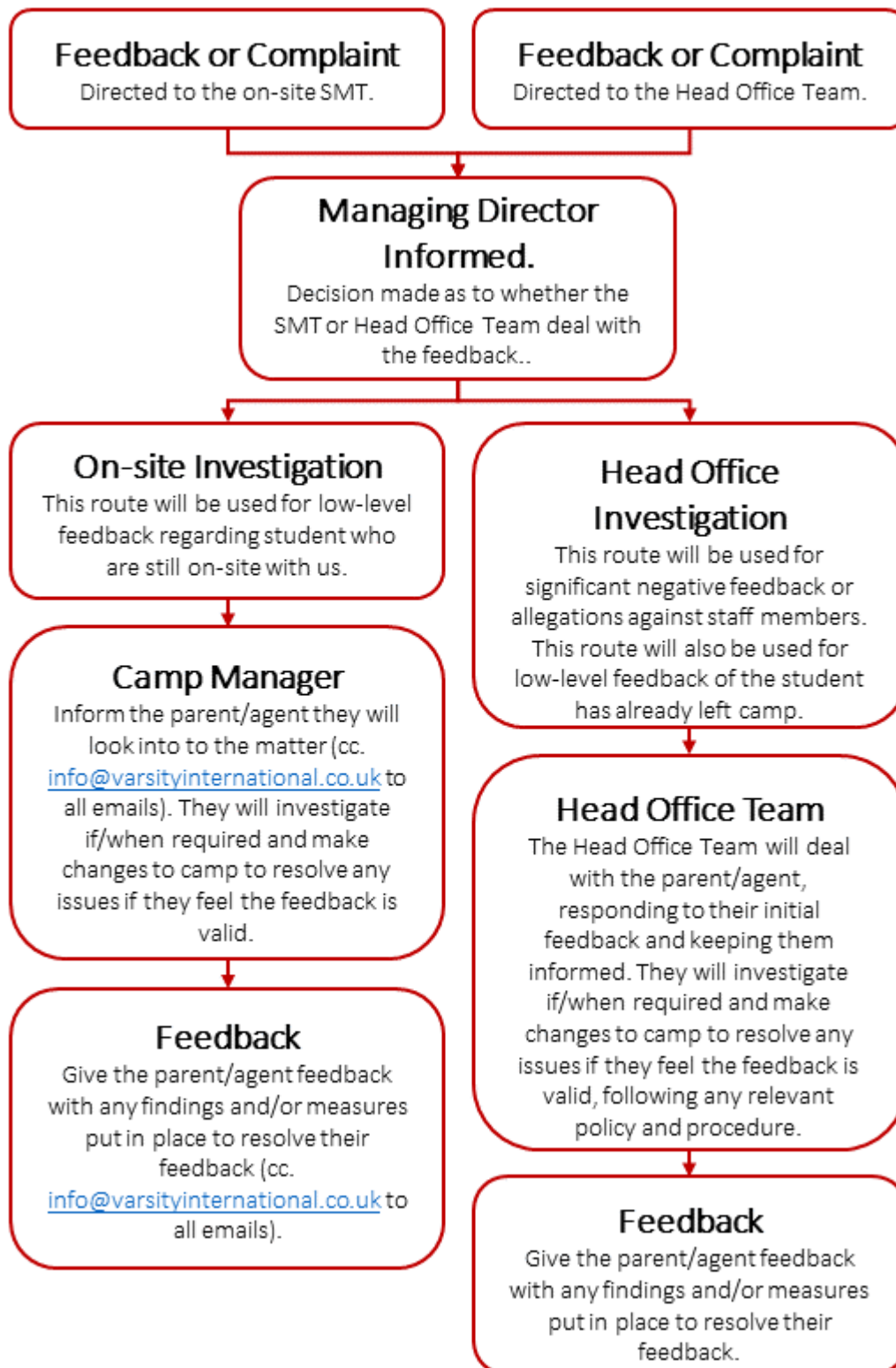
Whenever we receive positive feedback this will be shared with the staff team on-site and head office team.

Negative Feedback or Complaints

If we receive negative feedback of a complaint from a parent/agent, then the below procedure must be followed.

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