

Complaints Policy



Despite Mega Camps greatest efforts and well thought out processes there is always the potential that a complaint be placed.

Mega Camps can ensure that all complaints will be treated seriously and with the strictest of confidence.

- For smaller incidents such as a child not enjoying the day can be dealt with verbally between the Parent and Camp Management Team, any credits will be at the discretion of management but need sign off from Head Office.
- Any complaint that you wish to raise further please email the below email address:

complaints@megacamps.net

- Once emailed to the above address a member of our Head Office team will investigate the complaint and all formal action and decisions made will be reported to the person making the complaint within 48 hours.
- If the Camp Manager feels the complaint needs further investigation the Head Office team will offer support to help deal with and address the complaint.
- All complaints will be summarised and stored and readily available to parents/guardians and OFSTED.
- If anyone wishes to contact Ofsted directly that can do using the contact details below. These are also displayed on our camp notice board.

OFSTED can be contacted via telephone on 0300 123 1231 or via post;

Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD