

## **UWE Hotshots Holiday Camp: Complaints Procedure (CR7.1)**

### **If parents / carers have a complaint:**

If a parent or carer isn't happy with the service provided, the Lead Coach should speak to the parent/carer to find out what the concern is about and, if possible, reassure the parent/carer. The Lead coach must log the complaint in the Ofsted Complaints Log and inform the Facilities Manager.

If the parent/carer is still unhappy with the service provided, they should be given details of the UWE Head of Sport Alex Isaac:

[alex.isaac@uwe.ac.uk](mailto:alex.isaac@uwe.ac.uk)

0117 3256261

07876211853

The complaint must be logged in the Ofsted Complaints Log and the complaint must be investigated in accordance with the Complaints Procedure.

If the parent/carer is still unhappy with the service provided, they should be given the details of UWE complaints procedure (<https://www.uwe.ac.uk/about/contact-us/complaints>) and asked to put their complaint in writing. The complaint must be logged in the Ofsted Complaints Log and the complaint must be investigated in accordance with the Complaints Procedure.

If the parent/carer is still unhappy with the outcome of the investigation the parent/carer must be advised that they may put the complaint (in writing) to Ofsted enquiries@ofsted.gov.uk or 0300 123 4666.

Upon receipt of the complaint UWE Bristol will investigate and the parent/carer will be advised of the outcome within 28 days.