

KINGFISHER

EDUCATION GROUP

COMPLAINTS PROCEDURE

Responsible:	Director
Date Reviewed:	January 2025
Review Period:	Annually
Approval Authority:	Director
External Release:	Yes

Statement of intent:

At Kingfisher Education, we always do our absolute best to ensure that you and our students are fully satisfied with their course and time at our camps. We always welcome any feedback from students, parents, and partner agencies, and understand that not all of this will be positive. We make sure to listen to any concerns raised and deal with these promptly, fairly and without prejudice.

If your child has a complaint during their time at Kingfisher Education, it is important that their concern is brought to the attention of a member of staff immediately so that we can try and find a solution to the problem as soon as it arises.

IMPORTANT - Your child can speak to whichever staff member they feel most comfortable speaking with during their stay with us.

For specific help, the following staff can be contacted:

For accommodation complaints -

The female boarding house staff.

The male boarding house staff.

For health and dietary complaints –

Melanie or Ross or any camp staff you feel comfortable talking to about your health or dietary requirements.

For English language related complaints –

John or Melanie (Academic Management Team)

For sport, music, dance related complaints –

Ross or Melanie (Director or Academic Management Team)

For social time (evenings and weekend excursions) complaints –

Any Activities Staff

If you or your child would prefer to speak with the person in overall charge at the camp, you can reach the Director by contacting the office on 0044 (0) 238892

For serious problems or for a problem the Centre Manager is unable to resolve, please contact the Head Office –0044 (0) 238892 / Anna - Admin@kingfishereducation.com

Compensation:

If Kingfisher Education Group is unable to solve the problem to your satisfaction during the course, please write to us at Head Office - 0044 (0) 238892 / Anna - Admin@kingfishereducation.com

62 Stakes Road, Purbrook, Waterlooville, Hampshire, PO7 5NT - within 10 days of your child leaving camp with all the details.