



Folk Camps
be a part of it!

Folk Camps Society Limited

Tor View, Lakenham Hill, Northam, Devon, EX39 1JH

0208 12321 36

info@folkcamp.co.uk

www.folkcamp.co.uk

Folk Camps is a company limited by guarantee (Reg No 931434) and a registered charity (No 255901)

Folk Camps Complaints Policy

Folk Camps aims to fulfil the objectives of the Memorandum and Articles ensuring members and campers have a positive experience of the organisation. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure Folk Camps maintains high and improving standards, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the organisation.

Where issues arise on a camp it is recommended that these are raised with the Leader(s) directly or via the comments box, to ensure that issues can be addressed in a timely fashion. If you are unable to speak with the Leader then please approach another staff member, or a member of Council (the directors and trustees of Folk Camps) on the camp. If this direct approach is not possible then please follow the process below.

If you are unhappy with an individual within Folk Camps sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then the process below should be followed.

Complaints can be raised informally with any member of Council who will involve the wider Council as required.

Making a written complaint - process

If you are not happy with an aspect of Folk Camps provision beyond an individual camp experience, where an issue has been raised and not addressed or if you wish to raise the matter more formally, the policy below should be followed.

- In the first instance please contact (letter/email, via the office) the Chair of Folk Camps, if your complaint concerns the Chair then the complaint should be sent to the Vice Chair.
- All written complaints will be logged.
- On receipt of your correspondence a member of Council will be selected as coordinator of the response. Responses will usually be agreed by the Council except where confidentiality prevents sharing in this way.
- Often Council will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial acknowledgement within five working days, letting you know who the designated lead Council member is and confirming receipt of your complaint.
- The aim is to investigate your complaint properly and give you a reply within 20 working days, setting out how the problem will be dealt with.
- If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Council, which will decide on any further steps to resolve the situation.