

FEEDBACK, APPEALS & COMPLAINTS PROCEDURE

The purpose of this procedure is to provide a system of recording, solving, monitoring and acting on outcomes of feedback, complaints from parents, campers and contracted third parties.

Campers and families and new members will be advised of this policy on receipt of application to Summer camp or membership.

As part of this process Icthus will circulate a camp survey to all campers and parents after each camp. The survey will be anonymous unless request to disclose their identity. The results of the survey will be analysed and any investigations will be made where appropriate.

In addition parent, campers, members and leaders may make complaints or provide feedback at anytime by sending it to admin@campicthus.com.

All complaints will be taken seriously, will be investigated and treated confidentially. Results arising from the complaint will be communicated back to the respondent.

Procedure

1. On receipt of a complaint an acknowledgment will be sent advising a timeframe for a response.
2. The complaint will be forwarded to an investigation team (two nominated members who were not involved in the camp, preferably Committee of Management members if possible, for review and investigation.
3. All Icthus members are to cooperate with the investigation.
4. The investigation team will make findings communicate these with complainants and report to the CoM.
5. The CoM will review the findings and take actions as appropriate.

This policy does not apply where the issue involves child safety including;

- disclosure of abuse or harm
- allegation, suspicion or observation
- breach of Code of Conduct
- environmental safety issues and in particular the
- five types of 'reportable conduct' listed in the *Child Wellbeing and Safety Act 2005*:
 - sexual offences (against, with or in the presence of, a child)
 - sexual misconduct (against, with or in the presence of, a child)
 - physical violence (against, with or in the presence of, a child)
 - behaviour that causes significant emotional or psychological harm
 - significant neglect.

In these situations the Child Safety Reporting Procedure is to be followed.