

GRACE BAPTIST MINISTRY TO THE YOUNG (also known as Pioneer Christian Camp)

Comments, Compliments, and Complaints Procedure

Pioneer Camp makes every effort to provide a high standard of service and to treat all volunteers and campers equally and fairly. We continually try to improve our services and we value any feedback that will help us to do this.

The Committee will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop what works best for you, so please let us know what you think.

Compliments and Comments:

If you are happy with the service or have any comments, we would love to hear from you. There are a couple of ways you can do this: either speak to a staff member/volunteer or email the Camp Secretary (details below).

Complaints:

We also want to know if there is any part of camp that you are unhappy with. We take all feedback seriously and will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

How to make a complaint:

The first thing to do if you are unhappy about any aspect of Camp in its duration is to bring this to the attention of the Camp Skipper, who will try to resolve your concerns immediately.

If you cannot or do not wish to make a complaint in person to the Skipper, you have the option of speaking to, emailing or telephoning the Camp Secretary.

Should you have a complaint following camp or in the build up to camp, please do this by contacting the Camp Secretary. She will then liaise with the Chairman, who will either respond to your complaint directly or via the Secretary.

What you can do to help us deal effectively and quickly with your complaint:

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue, and stating clearly what aspect of camp you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area of camp to which the complaint applies.
- Your name and contact details
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

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What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with it. They will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days with information concerning how long it may take to resolve a complex complaint. You will receive a full response to your written complaint within 4 weeks.

Complaint not resolved:

If a complaint is not resolved to your satisfaction, you may contact the Secretary of the Association of Grace Baptist Churches (South East) AGBC(SE) at <https://www.gracebaptists.org>


If a complaint is still not resolved to your satisfaction, you may contact the Charity Commission, who will be able to advise on whether they may be able to assist. The Charity Commission can be contacted at:

http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx

Contact details:

E-mail: secretary@pioneercamp.org.uk

Website: <http://www.pioneercamp.org.uk>

Signed: _____

Chairman

Dated: _____
05/10/2023