



TayPlay Activity Camps

Complaints and Whistleblowing Policy

Policy Introduced:

May 2018

Policy reviewed annually, most recent review:

18th September 2024

Policy Reviewed by:

Harry Taylor: CEO

Casey Copson: Designated Safeguarding Lead

Key contact details:

info@tayplayactivitycamps.co.uk

Legislation and relevant guidance:

TayPlay Activity Camps are committed to ensuring that policies and procedures remain up to date and are reflective of current legislation and guidance.



Complaints

If you want to make a complaint we have a procedure for you to use. The procedure explains what you can and cannot complain about. The complaints procedure is a staged procedure being the most appropriate way to settle complaints as quickly and efficiently as possible. Under the procedure, you may be able to take an unresolved complaint to an Independent Complaints Review (ICR) service, depending on the nature of the complaint. The ICR does not have the authority to make funding decisions. You cannot appeal and complain on the same issue. It is expected that your complaint is about an issue in, or your relations with, TayPlay that has been raised with us.

How do I make a complaint?

Stage one

If you are not happy with the service you have received, contact the TayPlay Head Office, via email (info@tayplayactivitycamps.co.uk). They will try to put things right. We hope that we can settle complaints as quickly as possible in this way.

Stage two

If you are not satisfied with the response you receive, you can take this further by: writing to our company founder & director by letter or e-mail.

Please tell us:

- what happened;
- when it happened;
- who dealt with your initial complaint;
- and what you would like us to do to put things right.

You must do this within four weeks of receiving our response to stage one.

If you cannot make your complaint in writing, please contact our founder & director on the regularly provided contact number displayed on our website and social media.

When will I hear from you?

Within five working days of receiving your complaint we will write to or phone you to say that we have received it. We will also tell you how you can contact the person who is dealing with your complaint and when you can expect a reply.

You will receive a reply to your complaint within 10 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

If we consider it necessary, we may invite you to a meeting (online or via phone call) to discuss your complaint in more detail. This meeting would normally be held within 10 working days of us receiving your complaint. We would send you a written record of the meeting and a formal reply to your complaint from our Chief Executives or Director.



Stage three

If you are not satisfied with the reply at Stage 2, you can refer your complaint to the independent complaints reviewer (ICR), if it is open to you.

The ICR is unbiased and hears both sides of the complaint.

The ICR is not part of our organisation, and their investigations and recommendations are independent. You can ask the ICR to look at your complaint, or one of our TayPlay Team can ask them to do this. There is no charge for using the ICR.

The Office of the Independent Complaints Review will contact you within 5 working days of receipt of your complaint.

The ICR has the power to decide whether or not to investigate a complaint, and they will explain their reasons if they decide not to investigate it.

If the ICR investigates your complaint and finds that it is justified, he or she will recommend ways for us to put things right, and how to prevent a similar situation in future. The ICR will report within three months, and usually more quickly. We will normally make any changes the ICR recommends to our current procedures as quickly as possible.

The ICR cannot consider complaints that have not gone through the procedure set out in this document. If you want the ICR to consider your complaint, you must write to them directly.

The ICR cannot reverse funding decisions or make comments or changes to our legal responsibilities and policies on awarding grants.

Whistleblowing

If you have a concern about a TayPlay member of staff, panel or board member's conduct on matters concerning suspected fraud, corruption or bribery whilst carrying out TayPlay business, or, if you wish to report any an incident of illegal or wrongful conduct by TayPlay members of staff then you can notify:

- a. If it involves a member of staff then write to the TayPlay CEO or TayPlay Operations Manager at the registered company address marking the envelope private & confidential. You can also send an email, with private and confidential marked within the subject line, to info@tayplayactivitycamps.co.uk
- b. If it involves the TayPlay CEO or TayPlay Operations Manager then write to the Designated Safeguarding Lead at the registered company address marking the envelope private & confidential. You can also send an email, with private and confidential marked within the subject line, to safeguarding@tayplayactivitycamps.co.uk

All notifications and subsequent internal investigations will be conducted professionally, ethically and with discretion. TayPlay will endeavour to protect confidentiality whilst any internal investigation is being completed.

Please do not use this process if you have a **complaint**, all information regarding complaints is set out above.

