



## Complaints Policy and Procedure

### General statement

Camp Jojo aims to provide its volunteers, contractors and families with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the time will suffice should a problem arise. However, we recognise that from time to time there may be occasions when participants at our camps feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can address the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it. **This is what you should do:**

1. If you have a complaint to make, it should be made to the Camp Leader, or a Trustee, who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Camp Leader, or a Trustee, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private and Confidential", and sent to the Chair of the Trustee Board, or the Charity Secretary at Ivy Farm, East Mersea, CO5 8US, who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, you will need to contact Citizens Advice or a similar agency. Alternatively, you can make your complaint by e-mail at [information@campjojo.org.uk](mailto:information@campjojo.org.uk)
4. The Camp Leader/Trustee shall - in consultation with the Chair of the Trustee Board - investigate the complaint. (See separate check list),
5. If the complaint is against an individual, the investigation will initially be informal and face to face if at all possible, or via Teams. The person against whom a complaint has been directed will be offered the chance to bring a friend along to support them and will be given details in writing of the complaint being made against them. This meeting will be arranged at a mutually convenient time, and usually within 14 days of the initial complaint being raised.
6. The Camp Leader/Trustee shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
7. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three non-involved members from the Camp Jojo Trustee Board.  
If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
8. The decision of the panel will be final.

9. Where appropriate, Camp Jojo will make a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.
10. All formal complaints and the response made to them will be recorded and filed in a secure place.
11. The Trustee Board shall be informed by the Trustee at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Camp Jojo's 's self-evaluation.

**Camp Jojo's complaints procedure will be publicised to organisations and individuals who use its services.**

\* If a complaint relates to the Camp Leader, read a member of the Trustee Board for Camp Leader throughout this policy.

**This policy is to be read in conjunction with the Complaints Checklist, which includes NCVO guidance on dealing with Volunteer issues.**

#### **Review date**

This document was last reviewed on: 6<sup>th</sup> November 2025, and was approved by the full Board of Trustees, and this approval minuted at the meeting on 6th November 2025.

Next review due on: 5th November, 2026

Signed.....*Crnight*.....(Chair).....*S. Spence*.....(Secretary)