

ACTIVITY CAMPS



Complaints Policy

Company Name	Le Mourier Swim/Sea/Save
Company Address	Inverness Lodge, Le Mont au Meunier, St Lawrence, Jersey, JE3 1FQ
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Monitoring and Review

This policy will be reviewed annually to ensure they remain correct and are fit for purpose. However, the policy may be reviewed and updated at any time to reflect any changes made by Le Mourier or the regulatory authorities or government legislation

Version:	5/5.24
Policy Launch date	November 2015
Next review date	April 2024

ACTIVITY CAMPS

Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the Le Mourier's safeguarding team. The safeguarding team will decide how to investigate and monitor these outcomes.

Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from these investigations to help us improve the service we provide. We treat all complaints in confidence.

Le Mourier assures clients and their families, that it will not withdraw or reduce services because someone makes a complaint in good faith.

Everyone who has received or perceives the service they have received is not satisfactory has the right to raise these concerns with us. We understand that anyone who makes a complaint would like the issue addressed and a conclusion finalised as soon as possible.

Who can complain

Anyone affected by the way Le Mourier has provided a service can make a complaint.

A representative may complain about an affected person if they:

- have died.
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How to make a complaint

Informal Complaints -

Often people feel more comfortable about suggesting improvements rather than complaining formally. First you should speak to the Lead Teacher, Team Leader, or Training Course Tutor themselves. However, if you feel you can't or prefer, then you can contact the Management directly by contacting the main office.

Email - info@lemourier.co.uk

Telephone - 01534 869058

ACTIVITY CAMPS

Formal Complaints -

Where a complainant feels that there has not been a satisfactory outcome to an informal complaint or feels that the complaint raised is such that it must be made formally, this must be done in writing or person.

Written complaints should be sent to :

Swim School Manager, Le Mourier Swim/Sea/Save, Inverness Lodge, Le Mont au Meunier, St Lawrence, JE3 1FQ.

Written formal complaints can also be sent via email to.

stuart@lemourier.co.uk

tasha@lemourier.co.uk

malcolm@lemourier.co.uk

The email should provide details such as dates, times, and the names of witnesses to the events, alongside copies of any relevant / supporting documents. The complainant should state what they feel would resolve the complaint.

The appropriate team leader has overall responsibility for dealing with all complaints made about their divisions delivered service within Le Mourier.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

One or more of the management team will investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 10 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings.
- any action we have taken; and
- our proposals to resolve your complaint.

If you have a serious and formal complaint about the holiday activity camps that you do not wish or feel you cannot make directly to Le Mourier, you should contact **CEYS - 01534 449387 or ceys@gov.je**

Anonymous Complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

ACTIVITY CAMPS

If you have a complaint about any of the activity camps that you do not wish or feel you cannot make directly to Le Mourier, you should contact:

CEYS - 01534 449387 or ceys@gov.je

ACTIVITY CAMPS

Document Control

Version	Published	Changes
Draft	Nov 2015	New Document
1.11/15	Nov 2015	None
2.4/18	Apr 2018	Font/spacing change
3.1/20	Jan 2020	Addition of CEYS contact details
4.10/22	Oct 2022	Review - No changes
4.10/23	Oct 2022	No Changes
5/5.24	May 2024	Addition of CEYS contact