



Pathfinders Camp

Complaints

Charity: 1171466

Complaints

Pathfinders Camp (Woodlarks) work incredibly hard to ensure that that things are right the first-time round, but sometimes we might get it wrong. For this reason, a Complaints Policy was created to show our commitment in dealing with complaints in an appropriate and timely manner.

Purpose

The purpose of this Policy is to evidence our commitment to the resolution of complaints in an orderly fashion and for volunteers and users to be aware of this Policy and how we handle complaints in line with this.

Procedure

In the first instance, anyone who wants to make a complaint is encouraged to contact the Trustees. When submitting a complaint, please provide:

1. Your Name and contact details
2. A daytime telephone number
3. Details of the complaint
4. What you would like us to do to resolve your complaint

Complaints can be lodged either by email or in writing to:

Jane Pyzniuk	Dave Grosvenor	Sam Dunn
jane.pyzniuk@btinternet.com	dave.grosvenor@btinternet.com	sam.dunn.pathfinders@gmail.com
7 Woodlea Chase Bull Hill Darwen BB3 2TP	7 Woodlea Chase Bull Hill Darwen BB3 2TP	11 Matson Avenue Matson Gloucester GL4 6LE

The Trustees will discuss and investigate any complaints received and will look to resolve your complaint quickly and fairly.



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In the unlikely event that it has not been possible to resolve the complaint, it is recommended that the complainant contact the Charity Commission depending on the nature of the complaint. Further details are available on the Charity Commission website www.gov.uk/government/organisations/charity-commission

Reviewer: Sam Dunn

Reviewer: Dave Grosvenor

Role: Trustee & Camp Leader

Role: Trustee

Date: 8th January 2023

Date: 9th January 2023