

Camp Columba Complaints Procedure

Any complaints or concerns regarding Camp Columba as a whole or any of Camp Columba's programmes are to be lodged by phone (03 205 3702) or by e-mail through the Contact Us page on our website.

Management Level **Phase 1:** Camp Coordinator or Manager will acknowledge the complaint and potentially ask for further information to clarify where the problems may lie and what the desired outcome is for the complainant. This will happen within 1 week of receiving the complaint.

Phase 2: Camp Coordinator or Manager will respond to the issue raised within a further 2 weeks to allow time for investigation if required.

Governance Level **Phase 3:** If complainant is unhappy with this result, the issue will be taken to Camp Columba's governing body, the Board of Trustees, at the next board meeting (these are held monthly). Complainant will be notified by the Board once they have been made aware of the issue and may be asked for further information. (Allow 1 month)

Phase 4: After this notification, the Board will respond to the issue raised within a further 4 weeks.

Phase 5: If the complainant remains unhappy with how Camp Columba has handled the situation, they may take it to the Ministry of Social Development, Social Sector Accreditation Team for further investigation.