



Complaints Policy

Your Right to Raise Concerns

At JAM Activity Camps Ltd, we are committed to providing high-quality childcare experiences for children from London and beyond. However, there may be times when our services fall short of your expectations, which is disappointing for everyone involved.

Our goal is to address and resolve any issues that arise. Rest assured, we treat every complaint with the utmost confidentiality and fairness, and we use the feedback to continually enhance our services.

What Steps Should You Take?

If you encounter any problems during your child's time at camp, please notify the Camp Manager immediately. They will do their best to resolve the issue on the spot. If, after camp, you feel that something wasn't quite right, we encourage you to let us know so we can take the necessary steps to make it right.

How to Make a Formal Complaint

Should you need to escalate an issue, you can make a formal complaint through the following methods:

- Email
- Telephone

We aim to acknowledge your complaint within 24 hours of receiving it (excluding weekends). If an investigation is necessary, we will conduct it promptly and aim to provide a full response within 10 working days. At that point, we will either inform you of the outcome or let you know if we need more time to resolve the matter.

Our goal is to resolve all complaints within 28 days of receiving them. However, if the issue requires involvement from a third party or an independent adjudicator, the timeline may be extended, and we will communicate any changes to you.

If you believe that we are not meeting the requirements of our registration, you also have the option to contact Ofsted with your concerns.

Please see our booking conditions for further information.

To make a complaint contact us here:

Email: jamactivitycamps@gmail.com

Phone: Jenene 07747 008 293 or Antonia 07747007291 or Michael 07747 007 643



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We are regulated by Ofsted if you would like to discuss our provision with them you can contact them via phone or email:

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