

FACT SHEET: MANAGING YOUR COMPLAINTS & CONCERNS

At **CODECAMP** we hope all of our children and young people enjoy their experience, but we understand that sometimes not everything goes as planned.

The purpose of this fact sheet is to outline our processes for managing complaints from students, parents and guardians.

OUR Guiding Principles:

- Participants have a right to expect a high standard of service and a right to voice complaints when that's not delivered;
- We welcome your feedback and complaints as an opportunity to improve our programs;
- We will take your feedback and complaint seriously;
- We will aim to resolve complaints promptly and at the point of service if we can;
- Complaints will be handled fairly, objectively, and confidentially;
- Students, parents and guardians will not be adversely affected by making a complaint.
- Complaints help us to improve our services.

YOUR Responsibilities

To help us respond to your concern you need to:

- Work with us respectfully as we attempt to resolve the complaint;
- Provide us with a clear description of what went wrong for you and what you'd like to see happen;
- Provide all relevant information to us when the complaint is made;
- Be a little patient with us and understand that resolving complaints may take some time;
- Cooperate with us and understand that unreasonable conduct may lead to the complaint not being processed.

How to make a complaint

In the first instance, the student, parent or guardian should speak with our on-site Camp Manager as some smaller issues may be fixed right away.

If the matter cannot be resolved onsite you may use our website to write to us at the link below:

www.codecamp.com.au/feedback

You may also call our customer service hotline on:

hello@codecamp.com.au or 1300 263 322

Response timeframes

The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as employee availability.

Receipt of a complaint will be acknowledged as soon as possible.

We will stay in touch with you and keep you informed until the complaint is resolved.

Request for review

If dissatisfied with our complaints process, a student, parent or guardian may submit a written request for a review to our CEO via email at: ceo@codecamp.com.au

Or mailed directly to:

THE CEO

CODECAMP Pty Limited
Suite 207, 80 William Street
Woolloomooloo, NSW 2011
Australia.

On receipt of a request for review we will arrange for an independent adjudication of your concern.