



Country Days

Complaints Procedure

We are sorry to hear that you have had a poor experience of service from Country Days. Our aim is to make the children and parents as happy as possible but if at any time they wish to make a complaint we would rather you did so instead of “bottling it up”.

Only by knowing you (your child) are dissatisfied can we start to understand we have been going wrong somewhere and try and correct our failings, or provide you with additional information to put your mind at rest. Criticism is always welcome especially if it is constructive.

Step one:

In the first instance, parents should discuss their concern with the course administrator or curriculum leader who should always be willing to listen with an open mind.

Step two:

If the parent believes that they have not been listened to properly or have not had a satisfactory response then they should ask to talk to one of the Trustees. At this stage you should also put the complaint in writing.

The trustee will then investigate the complaint and give you a written response within 14 days.

Step three:

If you are still dissatisfied then you should ask to speak with the Country Days Patron. Again, your complaint should also be put in writing. All communication regarding the complaint should be in writing from both parties to ensure understanding of actions. The Patron will investigate and respond in writing within 28 days.

We believe in openness and it is not our style to “defend the indefensible” but if having complained to the Patron and not gained satisfaction you then have exhausted our complaints procedure.