

Activate Camps

# COMPLAINT'S PROCEDURE

Here at Activate Camps, we aim to deliver the best possible experience for every child who joins us. In doing this, we ensure that we are proactive and prompt in dealing with every concern that may arise during our camps.

In the first instance, we ask that you speak with the **Camp Manager** who will strive to resolve your concerns. You can contact our **Customer Support team** on **0121 227 4385** if you are unable to speak to the Camp Manager. Please be aware that we cannot always resolve Camp issues over the phone and may need additional time to investigate. If we are unable to resolve at Camp level or over the phone, you will need to raise a formal complaint with our Head Office team either by email or post.

We endeavour to respond to you within one working day of receiving your complaint, with the hope of reaching a resolution within three working days.

For us to meet the expectations above, we ask that you follow the guidelines that we have set.

You can reach us either by email or post at the following addresses:

**[talktous@we-activate.co.uk](mailto:talktous@we-activate.co.uk)**

**Unit 17a Arden Business Centre, Arden Road,  
Alcester, Warwickshire, B49 6HW**