Values Sports & Events, Fuchsiastraat 115644LNEindhoven, KVK 80043755,

BTW identificatienummer: NL003386732B86, IBAN: DE46 1001 1001 2628 9878 52

https://valuescamps.com/hockey/

***Values Sport Events***

**Complaints Procedure**



Statement of intent:

We always do our very best to make sure that you and your child are fully satisfied with their course

and time at camp. We welcome any feedback from students, parents and partner agencies, and

understand that not all of this will be positive. We intend to listen to concerns and deal with these fairly,

promptly and without prejudice.

If your child has a complaint while at camp, it is important that this is brought to the attention of a

member of staff immediately so that we can try and fix the problem as soon as it arises. Your child can

speak to any staff they feel comfortable talking to. For specific help, the following staff can be

contacted:

For accommodation, health and dietary complaints – The Camp Director & DSL

For English language related complaints – The Camp Director and Language Teacher

For sport, music, dance related complaints – The Camp Director and Head Sport Coach

For social time (evenings and weekend excursions) complaints – The Events Managers / Activities

Manager

Contact information will be provided to you prior to arrival.

If a member of staff is unable to solve the problem to your satisfaction during the course please write to us at

Head Office – +34 601 430 372 / INFO@VALUESCAMPS.COM

within 10 days of your child leaving camp with all the details.

We will only consider compensation if this procedure has been followed.