

Reviewed by **Ian Sheldrake** January 2025

Complaints procedure

A customer, parent/carer or member of the public may wish to complain about the service provided by Venture Expeditions, the behaviour of an employee or delivery of an activity, its infrastructure or the organisation of their activity.

Queries, requests, comments and feedback are not the same as a complaint. Complaints can come in a variety of formats: verbal, email, written or phone call.

Stage 1

Our staff are required to welcome feedback and informal queries or complaints as a method of them gaining instant feedback and allowing them to discuss these concerns in person. They are encouraged to apologise immediately on behalf of themselves or the company if an apology is appropriate. These informal discussions are also required to be reported to Activity managers to determine if follow up is necessary and to take any opportunity to improve.

Stage 2

If a complaint or concern cannot be adequately addressed through informal discussion or if the complainant does not feel they can make a complaint in person then they are invited to phone, write / email the company director directly. The letter should give a detailed account of their concern and provide a means for Venture Expeditions to contact the person to reply. Venture Expeditions will acknowledge receipt of the complaint within 3 working days and the director will investigate. A response will be sent, in writing, to the person within 10 working days. If the complaint is found to be justified, then Venture Expeditions will attempt where possible to identify the root cause and take remedial action to prevent the situation from arising again.

Stage 3

If after a stage 2 investigation the complainant is still unhappy with the company's response. They are invited to place their continued complaint in writing/email to the company Director, who will acknowledge receipt of the complaint within 3 working days. There will then be an independent investigation by an appropriate external organisation and a reply sent within 21 days. External organisations may be selected dependant on the nature of the complaint. E.g. The Duke of Edinburgh Award Scheme, ALAA, Local Council.

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