

Adventure Expeditions Complaints Procedure



On receipt of any complaint, Adventure Expeditions (AE) senior team will take the complaint seriously and deal with it promptly by taking appropriate action, especially those complaints regarding group safety, participant safeguarding and instructor duties.

If a complaint is received by or brought to the attention of any AE members of staff or freelance instructors, it should be reported to the Head/s of Operations at the first available opportunity, giving full details to enable appropriate action to be taken.

To make a complaint regarding an Adventure Expeditions member of staff or instructor

Please report any such complaints directly to the AE management team:

- Head of Operations 1 – Cat Freeman (**DSL**): cat@adventure-expeditions.net or tel 07866137012 / 01433 651449 / 01305 813107;
- Head of Operations 2 – Andy Charlton (**DSD**): andy@adventure-expeditions.net or tel 07966212659 / 01433 651449 / 01305 813107;
- Accounts Manager – Tony Freeman: accounts@adventure-expeditions.net or tel 01305 813107.

NB: If the complaint involves safeguarding matters, please ask your school/group DSL/DSD to contact the named DSL/DSD for AE as above ONLY as strict confidentiality must be maintained at all times.

To make a complaint regarding Adventure Expeditions equipment or any operational issues

Please report any such complaints directly to any member of the AE team:

- Your AE expedition Team Leader who heads up the team of instructors working with you and your group;
- Any AE instructor working with your participants/groups;
- Directly to the AE senior team contacts as above, starting with the Heads of Operations.

Any complaints should be logged by staff members/instructors in writing, including any action taken and photographs if possible/appropriate and outline details included in the Programme Report for onward dealing by the Heads of Operations. Notice should also be passed to the Head of Operations so that they are aware of the issue (even if no further action is required) or can take appropriate follow up action to ensure that the best service is provided.

To make a complaint regarding the Adventure Expeditions management team

- If they regard finance or either Head of Operations – please contact Head of Accounts, Tony Freeman in the first instance: accounts@adventure-expeditions.net or tel 01305 813107. Tony can then direct your complaint to the most appropriate internal or external contact for dealing for you.

Making a complaint

If you are a PARTICIPANT wishing to make a complaint

You can:

- Report to your school/group leader who can assist you in making a complaint to us;
- Report to your expedition instructor or leader directly;
- Report to AE Head/s of Operations by email: cat@adventure-expeditions.net or andy@adventure-expeditions.net or tel: 01433 651449 / 01305 813107.

If you are a TEACHER/GROUP LEADER wishing to make a complaint

You can:

- Report to your expedition instructor or AE Team Leader – either directly or via email: info@adventure-expeditions.net and FAO their name;
- Report to AE Heads of Operations by email: cat@adventure-expeditions.net or andy@adventure-expeditions.net or tel: 01433 651449 / 01305 813107.

If you are a PARENT/GUARDIAN wishing to make a complaint

You can:

- Report to your participant's expedition instructor or Team Leader – either directly or via email: info@adventure-expeditions.net and FAO their name;
- Report to AE Head/s of Operations by email: cat@adventure-expeditions.net or andy@adventure-expeditions.net or tel: 01433 651449 / 01305 813107.

If you are a MEMBER OF THE PUBLIC wishing to make a complaint

You can:

- Report directly to the AE Head/s of Operations by email: cat@adventure-expeditions.net or andy@adventure-expeditions.net or tel: 01433 651449 / 01305 813107;
- Report directly to the AE Team Leader involved by email if you know their name: info@adventure-expeditions.net or tel: 01433 651449 / 01305 813107.

If you are an AE STAFF MEMBER/INSTRUCTOR wishing to make a complaint

You can:

- Report to your Team Leader if working on an expedition overseen by a Team Leader;
- Report directly to the AE Heads of Operations by email: cat@adventure-expeditions.net or andy@adventure-expeditions.net or tel: 01433 651449 / 01305 813107;
- Report directly to the Head of Accounts (if finance related) by email: accounts@adventure-expeditions.net or tel: 01305 813107 / 01433 651449.

Please note...we welcome any feedback on our programmes and this includes any complaints that you have. We aim to deal with any complaints **swiftly and efficiently** in order to provide all clients, participants and staff/instructors with the best possible service as a provider and employer. **The quality of our operations really does matter to us.**

Complaints Process

Once a complaint is received by Adventure Expeditions senior team, the following steps will be taken:

- 1) All **appropriate information will be gathered**, both from the complainant and all staff/instructors involved;
- 2) This information will be passed back to the complainant via telephone/email **within one week of the complaint being received** – if extenuating circumstances mean that this is not possible, the complainant will be informed by telephone/email along with timescales for when this information will be received (sometimes our staff members may be out on expedition and so we will endeavour to gather information from them at the earliest possible opportunity). If the complainant wishes to pursue matters further:
- 3) A **meeting will be arranged within three weeks of the original** complaint being received. All appropriate parties regarding the complaint will be present at the meeting – these parties will be dependent on the nature of the complaint made. The meeting will take the form of a discussion between all parties with the **aim being to come to an appropriate conclusion that is in the best interests of all parties present**. All discussions, decisions and conclusions will be recorded for future reference;
- 4) A written summary of the meeting will be sent to the complainant **within four weeks of the original complaint being received**. If the complainant wishes to pursue matters further;
- 5) A meeting between the complainant, AE and any representative body **appropriate to the nature of the complaint**. Examples might be the Duke of Edinburgh Award, Mountain Training or school/group staff.

Any party making a complaint against Adventure Expeditions regarding operation of a DofE programme has the right to inform:

- DofE regional officer;
- DofE Head Office.

Please find contact numbers/emails via the DofE website: www.dofe.org

Adventure Expeditions management team will inform the following of any serious complaints received:

- Teacher/group leader or school link teacher – whichever is most appropriate;
- Regional DofE co-ordinator or DofE Expedition Panel;
- DofE Head Office.

Please be assured that any complaints will be treated with the **strictest of confidence and professionalism and will be taken seriously**.

We want you to have the best possible experience with us and act on all feedback to improve what we do.