

Reach out adventures

Complaints Policy

Email: davidrobinson@reachoutadventures.org.uk

Website: www.reachoutadventures.org.uk

Telephone: 07909090871

Introduction

Reach out adventures will take all responsible measures to provide a safe and healthy environment for all individuals of all ages and abilities involved in their activities. We aim to provide a professional friendly service at all times to ensure all those that participate leave with a memorable day.

If participants are unhappy with Reach out adventures or its staff, we provide a complaints policy to ensure your complaint is dealt with and resolved in a fair manner.

Not only do we view complaints to ensure all our customers are happy but it gives us an opportunity to learn and improve our company for the future, as well as a chance to put things right for the person that has made the complaint.

Our Policy

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve our services.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Reach out adventures.

Where Complaints Come From

Complaints may come from [say who can complain under this procedure. You may wish to use a general statement e.g. any person or organisation who has a legitimate interest in [Organisation name], or you may wish to list only certain groups e.g. clients, members, donors, members of the local community]

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

Reach out adventures will ensure all complaints are taken seriously and all information will be recorded and handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with David Robinson managing Director of Reach out adventures.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 1st January 2017

Last reviewed: 1st January 2017

Complaints Procedure of Reach out adventures

Publicised Contact Details for Complaints:

Written complaints may be sent to

Reach out adventures

19 Turner Street
Lincoln
LN1 3JL

or by e-mail at

davidrobinson@reachoutadventures.org.uk

Verbal complaints may be made by phone to

07909090871

If a person wishes to complain in person

A meeting can be arranged at a suitable place, or to any of Reach out adventures staff, at any of our events or activities.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone call or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to (for example: client, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

Resolving Complaints **Stage One** In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed on to David Robinson (managing Director) within **one week**.

If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within **one week**. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within **four weeks**. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at **Stage One**, they can request that the complaint is reviewed. At this stage, the complaint will be passed to state who **Stage Two** complaints should go to **MLTE, officer or safeguarding team if necessary**. If your complaint is regarding Duke of Edinburgh award, you can contact the **AAP officer (Please see further contacts)**.

Please note: if you feel your complainant is a safeguarding issue, please refer to Reach out adventures safeguarding policy.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The person who receives **Stage Two** complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at **Stage One**.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at **Stage One** should be kept informed of what is happening. Ideally complainants should receive a definitive reply within **four weeks**. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution. You may wish to name a particular avenue here such as a national body or other independent organisation.

Further Contacts

MLTE

Mountain Training, Siabod Cottage

Capel Curig, Conwy

LL24 OES

Telephone: 01690 720272

Email: info@mountain-training.org

The Duke of Edinburgh award

AAP officer

Alex Clegg

Gulliver House, Madeira Walk

Windsor

SL4 1EU

Telephone: 01753 727482 / 07584 513021

Email: Alex.clegg@DofE.org

Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal