



EDVENTURES | POLICY SUITE

Complaints and Concerns Procedure

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Policy owner	Edward Fairnington, Owner and Responsible Manager
Approved by	Edward Fairnington
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Review frequency	Annually, or earlier following significant change or incident
Approval signature	_____

1. Purpose

Edventures is committed to providing safe, inclusive, professional and high-quality activities. We recognise that concerns or complaints may arise and believe that everyone should have an accessible, fair and transparent way to raise them.

This procedure establishes how Edventures receives, investigates, resolves, records and learns from complaints.

Edventures will:

- Treat complaints seriously, respectfully and without discrimination.
- Respond promptly and investigate fairly.
- Maintain appropriate confidentiality.
- Avoid conflicts of interest in investigations and decisions.
- Explain outcomes and available review arrangements.
- Use complaints and feedback to improve services.
- Ensure nobody is disadvantaged for raising a genuine concern in good faith.

2. Scope

This procedure applies to complaints concerning:

- Edventures climbing clubs, wellbeing experiences, outdoor activities and other programmes.

- Booking arrangements, cancellations and customer service.
- Staff, instructors, contractors and volunteers.
- Participant treatment, communication and accessibility.
- Activity delivery, supervision and operational arrangements.
- Edventures' responsibilities when hiring school or other facilities.

Complaints relating to a venue's own premises, equipment or staff may also be referred to the venue operator where appropriate. Edventures remains responsible for investigating any part of the complaint concerning its own activities or responsibilities.

This procedure is separate from statutory safeguarding referrals, emergency response, employment grievance processes and legally required data protection procedures. Where more than one process applies, Edventures will coordinate them appropriately.

3. Raising a complaint

Complaints may be submitted by participants, parents, carers, workers, venue representatives, members of the public or another person with a legitimate concern.

Complaints can be made by email to:

info@ed-ventures.co.uk

Copy

A complaint may also be raised verbally with an Edventures representative, who must record it accurately and refer it to the owner or appropriate complaint handler.

Reasonable adjustments will be offered to anyone who needs assistance submitting a complaint, including alternative communication formats.

Complainants should, where possible, provide the activity or booking concerned, what happened, relevant dates, any supporting information and the outcome they are seeking.

Anonymous complaints will be considered where sufficient information is available, particularly where safety or welfare may be affected.

4. Informal resolution

Where appropriate, Edventures will seek to resolve minor concerns promptly through discussion, clarification, apology or practical corrective action.

Informal resolution is voluntary and will not prevent someone from submitting a formal complaint.

Serious safeguarding, safety, misconduct or criminal concerns must not be dealt with solely through informal resolution.

Where a concern cannot be resolved informally, or the complainant requests formal consideration, the formal procedure will apply.

5. Formal complaint acknowledgement

Edventures will acknowledge a formal complaint within 5 working days of receipt.

The acknowledgement will:

- Confirm receipt and provide a complaint reference.
- Identify the person responsible for managing the complaint.
- Explain the investigation process and anticipated response date.
- Request additional information where reasonably necessary.
- Explain any urgent safeguarding or safety arrangements, where appropriate and lawful.

Working days mean Monday to Friday, excluding bank holidays in England.

6. Investigation and impartiality

Edventures will investigate complaints fairly, proportionately and without unnecessary delay.

The complaint handler will:

1. Review the complaint and identify the issues requiring investigation.
2. Consider any immediate safeguarding, safety or legal concerns.
3. Identify relevant evidence, records and witnesses.
4. Give the person complained about a fair opportunity to respond, where appropriate.
5. Consider relevant Edventures policies, booking conditions and legal obligations.
6. Record findings, reasons and recommended corrective actions.
7. Protect confidential information and avoid unnecessary disclosure.

The person whose conduct is the subject of the complaint must not investigate or determine that complaint.

Where practicable, the investigator will be independent of the events concerned. If Edventures cannot identify a suitably impartial internal investigator, the owner will arrange an appropriate external reviewer.

Complaints involving the owner: Where Edward Fairnington is personally the subject of a complaint, an independent external person will be appointed to investigate and determine the complaint. The owner must not decide the merits of the complaint or appoint a reviewer with a conflict of interest.

The investigator must declare any actual or potential conflict of interest.

7. Investigation timescales

Edventures aims to issue a written outcome within 20 working days of receiving the formal complaint.

The response will explain:

- The issues investigated.
- The findings and reasons, so far as confidentiality allows.
- Whether the complaint was upheld, partially upheld, not upheld or could not be determined.
- Any corrective actions or service improvements.
- How to request a review.

If the investigation cannot be completed within 20 working days, Edventures will explain the reason, provide a revised response date and keep the complainant informed if the delay continues.

A complaint will not automatically be rejected because it concerns an older event. Edventures will consider whether a fair investigation remains possible.

8. Review and appeal

A complainant dissatisfied with the formal outcome may request a review, preferably within 20 working days of receiving the decision. Later requests will be considered where there is a reasonable explanation or material new evidence.

A review may be requested where:

- Relevant evidence was overlooked.
- The investigation was procedurally unfair.
- The findings were not reasonably supported by the evidence.
- The proposed resolution did not adequately address the findings.
- Significant new information has become available.

The review will be conducted by a person who was not involved in the events or original investigation.

Where an impartial internal reviewer is unavailable, Edventures will appoint an independent external reviewer.

The reviewer may uphold, amend or overturn the original decision, or direct further investigation.

Edventures will provide its final response within 20 working days of receiving the review request, or explain any delay and revised date.

This completes Edventures' internal complaints procedure. It does not restrict any legal rights or external reporting routes available to the complainant.

9. Safeguarding and urgent concerns

Complaints involving the following matters must be referred immediately through the appropriate procedure:

Concern

Required action

Immediate danger or serious emergency	Call 999
Child safeguarding concern	Follow Edventures Safeguarding Policy and contact statutory services where required
Allegation concerning an adult working with children	Follow the safeguarding allegations procedure, including LADO referral where the threshold is met
Adult safeguarding concern	Follow the adult safeguarding route and refer to adult social care or police as appropriate
Serious injury or dangerous occurrence	Follow emergency and health and safety procedures; assess RIDDOR reporting duties
Suspected criminal conduct	Contact police where appropriate
Personal data breach	Follow the Data Breach Procedure and assess ICO notification requirements

A complaints investigation must not delay urgent protection, preservation of evidence or statutory reporting.

Where another investigation is underway, Edventures may pause the relevant part of its complaints investigation, explain the reason where possible and resume when appropriate.

10. Confidentiality and information protection

Edventures will handle complaints information in accordance with its Privacy Policy, applicable UK data protection legislation and records retention arrangements.

Information will be shared only where necessary to investigate the complaint, protect individuals, comply with legal obligations or obtain professional advice.

Safeguarding records must be stored separately with appropriately restricted access.

Complaint records must be held securely, with access limited to authorised individuals. Retention and disposal must follow the approved Edventures retention schedule.

11. Fair treatment and protection against retaliation

Edventures will not penalise anyone for raising a concern honestly or participating in an investigation in good faith.

Complaints will not affect a participant's access to services unless a separate, objectively justified safety or behavioural decision is necessary.

Edventures may manage abusive, threatening or persistently unreasonable communication proportionately, while maintaining appropriate routes for genuine concerns and safeguarding disclosures.

12. Outcomes and corrective action

Depending on the findings, appropriate actions may include an explanation, apology, refund or other contractual remedy, correction of inaccurate information, changes to booking arrangements, revision of a risk assessment, changes to activity delivery, additional supervision or referral to another procedure.

Any staffing or disciplinary action will be handled confidentially through the relevant process.

Actions will be allocated to a named responsible person, given a completion date and checked for effectiveness.

13. Feedback and continuous improvement

Following activities, Edventures will invite proportionate feedback from participants, parents or carers and relevant venue representatives.

Feedback will be reviewed to identify strengths, recurring concerns, accessibility barriers and opportunities for improvement.

The Edventures Owner is responsible for maintaining the complaints and improvement records, monitoring outstanding actions and ensuring lessons learned are reflected in operational practice.

Complaints trends and corrective actions will be reviewed at least annually, and sooner where significant concerns arise.

14. Responsibilities

Role	Responsibility
Edventures Owner	Oversight, resources, recordkeeping, trend reviews and ensuring impartial arrangements
Complaint investigator	Fair investigation, evidence review and reasoned findings
Independent reviewer	Impartial review where required

Session leaders and instructors	Prompt reporting, cooperation and implementation of corrective actions
Safeguarding Lead	Safeguarding referrals, risk management and confidential records
Privacy Lead	Data protection concerns, breaches and appropriate information handling

Where the owner holds multiple roles, an independent person must be used where necessary to avoid conflicts of interest.

15. Monitoring and review

This procedure will be reviewed annually, following a serious complaint or incident, or when relevant legal or operational requirements change.

Approval

Approved by: Edward Fairnington, Edventures Owner

Signature: *Original signed*

Date: 16 October 2026

Next review: 16 October 2027