 Complaints Policy

January 2022

(Review Date January 2023)

**Policy Statement**

Complete Expeditions Ltd promises the public that it will pursue actively any complaints received in connection with its services, staff conduct or organised activities. This procedure sets out what will be done to make sure this happens.

Employees will take responsibility to own “problems” and deal with them through the procedure. An important test of customer service is that whoever the customer happens to speak/or write to first must ensure that they are sympathetic and listen to the customer’s concerns with the aim of resolving the complaint at this first opportunity. Dealing with complaints is the responsibility of everyone. Staff will be trained, where appropriate, in customer service skills and behaviours. This is to make sure the approach to customer service is consistent, of a high standard, and is addressed with a “customer first” ethos.

**Aims of the Policy/Procedure**

* To enable all employees to understand the importance of a speedy and effective response to a complaint from customers.
* To ensure a consistent approach to all complaints.
* To help identify recurring problem areas so that improvements can be made.

**Responsibility**

The Director is responsible for the development and monitoring of this policy and making sure all employees know and understand their responsibilities. She will also make sure that complaints are recorded, monitored and satisfactorily resolved and reported.

**Definition**

A complaint is any expression of dissatisfaction with a service or the organisation or its employees that needs a response.

**Procedures**

All complaints are logged and recorded by the employee who receives the complaint. This will show the following:

* Date and time of complaint
* Name of staff member completing the record
* Short description of complaint
* Action taken
* Outcomes

Complaints can be received by:

* Letter
* Email
* Telephone
* Face to face

The individual who logs the complaint is responsible for informing the Director that there has been a complaint and they must make sure that the information is accurate and logged as soon as possible.

This recording is vital to make sure that the customer is not repeatedly asked for information again, should the complaint be escalated.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the customer.

There are three stages to the complaint procedures:

Stage 1 - Resolve at the first point of contact. All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that most complaints will be resolved at this stage.

If the customer decides they are not satisfied, or the member of staff is unable to resolve the issue, then the complaint moves to Stage Two.

Stage Two – Director. It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the customer at this stage. The complaint will be passed to the Company Director who will investigate and respond to the customer within 10 working days.

Stage 3 - Escalated complaint to Duke of Edinburgh’s Award Scheme, Head Office. Complaints at this stage are very serious. It is the intention that all complaints will be resolved at this point.

All complaints will be logged and reported at relevant committee or Board meetings.

**Timescales**

The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via letter/email within 5 working days of receipt. Complainants will be advised in this communication of the procedure and details of who they can speak to about it. This will be supplied at all stages.