

Complaints Procedure

1. Introduction

Expeditions for Everyone C.I.C are committed to providing a quality service/product. However, there may be occasions where this level of service falls short of customer expectations.

The purpose of this Complaints Procedure is to ensure that every customer has the opportunity to address any concern in an organised and equitable manner.

Expeditions for Everyone C.I.C will ensure that any complaint is dealt with fairly, promptly and as close to the source of dissatisfaction as possible.

2. Applicable to:

This procedure is applicable to all customers/visitors to **Expeditions for Everyone C.I.C.**

3. Procedure:

Step 1: Initial Complaint

- In the first instance, customers are encouraged to raise their complaints verbally with a member of Expeditions for Everyone C.I.C staff.
- The Director will investigate and aim to resolve the issue within 3 working days of receiving the complaint.
- Following the investigation, the Director will provide a written response to the complainant, outlining the outcome and any actions taken.

Step 2: Escalation and Appeals

- If the issue remains unresolved or the complainant is dissatisfied with the response, they may submit a written complaint to Expeditions for Everyone C.I.C, addressed to the Director.
- The Director will re-evaluate the complaint, potentially involving other senior members of staff, and provide a written response within 10 working days.

- If the complainant is not satisfied with this outcome, they may appeal the decision by submitting an appeal in writing within 5 working days of receiving the response.
- The appeal will be reviewed by an Appeals Panel, independent of the original investigation, and a written decision will be provided within 15 working days of receipt of the appeal.

Step 3: Referral to External Organisations

- If the complaint remains unresolved after the appeals process, the complainant may escalate the matter to the relevant organisation.
- For parents/participants enrolled in the Duke of Edinburgh Award, the referral should be directed to the Duke of Edinburgh Charity. The DofE charity will conduct an independent investigation and respond in writing.
- For clients accessing other services, please request this information from the company. Expeditions for Everyone CIC will provide information for the relevant external organisation.

4. Record-Keeping and Audit Trail:

- All complaints, responses, and actions taken will be documented to ensure a comprehensive audit trail is maintained.
- Written responses will include details of the investigation, findings, and any resolutions or corrective actions proposed.

5. Timescales:

Timescales for each stage may be adjusted by mutual agreement, depending on the complexity and nature of the complaint.