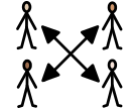
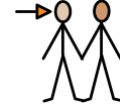
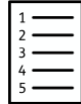


Complaints Procedure



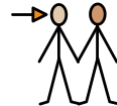
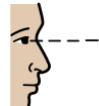
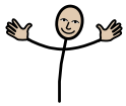
The Adventure Service Ltd believes that if an Adventurer or anybody else



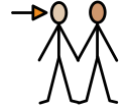
wishes to make a complaint or register a concern, they should find



it easy to do so. The Adventure Service Ltd.'s policy is to



welcome complaints and look upon them as an opportunity to



learn, adapt, improve and provide better services, ensuring they are



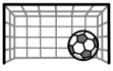
being dealt with properly. All staff should be trained in dealing



with, and responding to, complaints. The complaints managers are Terry



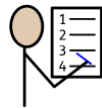
Harris-Ellis and Helen Harris-Ellis.



Goals of the Complaints Policy:



- Clients, carers, and users are aware of how to complain, and that



it is easy to register their complaints.



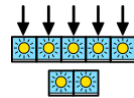
- A named person will be responsible for the administration of the



procedure.



2



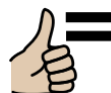
- Every written complaint is acknowledged within two working days.



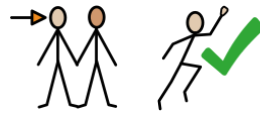
- Investigations into written complaints are held within 28 days.



- All complaints are responded to in writing.



- Complaints are dealt with promptly, fairly and sensitively with due



regard to the upset and worry that they can cause to both



staff and clients.



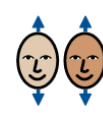
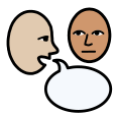
Complaints Procedure:



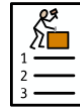
Complaints can be verbal or written but always taken seriously. If



staff cannot immediately solve the complaint, then staff should



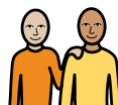
inform management. If staff and the individual agree the complaint



has been completed then an agreement plan will be in place. A



meeting may be arranged to talk about the complaint - individuals



are welcome to bring a friend or family member along. In the



meeting

the



complaint

will be



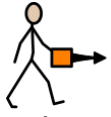
spoken

about and what



action

is going to



be taken.