

# Complaints Policy and Procedures

## For Adventures After Teaching

### Definition of a Complaint

At Adventures After Teaching, we define a complaint as any expression of dissatisfaction about our services, staff, or the organisation itself, whether made formally or informally, and whether justified or not. We encourage you to raise any concerns as soon as possible, so we can address them promptly and improve our service.

### Monitoring

Adventures After Teaching is committed to continuous improvement in service delivery. We view complaints as opportunities to learn and improve for the future, as well as chances to put things right for the person who has made the complaint.

Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint.
- We will endeavour to respond to your complaint within the published timescales and keep you informed.
- We will ensure you receive a full explanation regarding your complaint in your preferred format.
- We will tell you if changes have been made to services following your complaint.
- We will review our Complaints Policy at regular intervals to ensure it remains effective and relevant.

### Responsibilities

The training team, admin support and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care practices within their teams. All staff who deal with customers and delegates are responsible for complying with the Customer Complaints Policy. All staff will receive appropriate training to handle complaints efficiently.

## Communication

Our Customer Complaints Policy is available on our website. Please contact us if you would like a copy. Training will be provided for all staff to ensure they are aware of, and clearly understand, customer complaints and their responsibilities in resolving issues promptly.

## Equality and Diversity

Customers and delegates have a right to express dissatisfaction with the services they receive from Adventures After Teaching. Anyone using this policy can expect to be treated fairly and without discrimination. The Company has a comprehensive [Equal Treatment Policy](#) that covers all aspects of equality, including how we handle complaints. We are committed to making our complaint procedures accessible to all.

## Procedure

If you are unhappy with the service provided by Adventures After Teaching - whether it is the learning experience, assessment, the support you are receiving, or about staff or the organisation itself - we promise to take your complaint seriously and treat it confidentially. We also aim to resolve your complaint as speedily as possible. If you need support to make a complaint, please let us know and we will do our best to assist.

We are always pleased to receive feedback, including compliments and complaints, because they help us improve the service we provide, both for you and for other learners. We use the information you provide solely to improve our services. Personal information about you is protected under the Data Protection Act 2018. We keep a record of all complaints to help us monitor trends and improve our services.

If you want to complain, here's what you can do:

### **Step 1: Informal Resolution**

It helps if you raise your concern straight away with the people involved, as they may be able to put things right immediately. Many concerns can be resolved informally by speaking with your trainer or the relevant member of staff.

### **Step 2: Formal Complaint**

If your complaint cannot be resolved informally, you should make your formal complaint within three months of the event or problem occurring. You can register a formal complaint by:

- Email: [joanne@adventuresafterteaching.com](mailto:joanne@adventuresafterteaching.com)
- Through our website: [www.adventuresafterteaching.com](http://www.adventuresafterteaching.com)
- By post: Farhayes, Stoneborough Lane, Budleigh Salterton, Devon. EX9 6HL

When making a complaint, please provide as much information as possible, including:

- Your name and contact details
- Details of the course/service you were using
- Times, dates, places and names related to your complaint
- The nature of your complaint-what happened and why you are dissatisfied
- Any relevant documentation or evidence
- What outcome you are seeking

### **Step 3: Investigation**

Your complaint will be assigned to an appropriate manager, who will investigate the matter thoroughly. This may involve speaking with relevant staff and reviewing any documentation.

### **Step 4: Resolution**

Following investigation, we will provide a response to your complaint.

### **Contact Details**

Contact Adventures After Teaching on:

- Email: [joanne@adventuresafterteaching.com](mailto:joanne@adventuresafterteaching.com)
- Post: Farhayes, Stoneborough Lane, Budleigh Salterton, Devon. EX96HL
- Website: [www.adventuresafterteaching.com](http://www.adventuresafterteaching.com)

### **Response**

You will receive an acknowledgement of your complaint within one week of receipt. A full response, including the outcome of our investigation, will be provided within four weeks.

If you are not satisfied with the outcome of your complaint, you may appeal the decision. Your appeal should be submitted in writing within fourteen days of receiving our response, explaining why you believe the outcome was not satisfactory. Due to the size of the organisation, the same manager may review the appeal, complainants can escalate to the CPD Standards Office if still dissatisfied. We will explain the outcome of your complaint and the reasons for our decision.

We will endeavour to meet the response times outlined in this policy. However, these timelines are indicative and may be subject to reasonable delays depending on the circumstances. We will keep you informed if additional time is required to resolve your complaint.

For CPD-accredited courses, if, after following our complaints procedure, you remain dissatisfied, you may contact the CPD Standards Office, who provided our accreditation. This does not affect your statutory rights or any other provisions herein, and is supplemental to, and does not override, the dispute resolution terms in point 19 of our Academy Membership Terms and Conditions.

## Continuous Improvement and Learning from Complaints

At Adventures After Teaching, we view complaints as valuable feedback and opportunities for improvement. We regularly review all complaints-both formal and informal-to identify any underlying issues or trends. Where appropriate, we will take action to address the root causes of complaints and improve our services for all learners.

We are committed to learning from your feedback and using it to enhance the quality of our courses and customer experience.

## Refunds

For information about our 14-day money back guarantee for CPD-accredited courses, please refer to our separate [Refund Policy](#). Refund requests should be made in accordance with the terms set out in that policy.