

# Complaints Procedure

Reviewed 2<sup>nd</sup> January 2026



## Purpose

This policy outlines the process for staff and clients to raise and resolve complaints in a fair, transparent, and timely manner. It ensures that concerns are addressed professionally and improvements are implemented where necessary.

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## Scope

This procedure applies to:

- **Clients** participating in walks, events, and other services.
  - **Staff** working for the company, including contracted and freelance guides.
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## Procedure

### Step 1: Informal Resolution

#### 1. Raising a Concern

- Clients or staff are encouraged to discuss their concerns directly with the individual(s) involved where appropriate.
- If the issue is minor and can be resolved informally, this approach is often the quickest and most effective.

#### 2. Contacting a Manager

- If the issue cannot be resolved directly, or if it is inappropriate to do so, the matter should be referred to the company's Manager (Dr. James Wilkinson or their delegate).
  - This can be done via email, phone, or in person.
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### Step 2: Formal Complaint

If the issue is not resolved informally, the complainant may submit a formal complaint.

#### 1. Submitting a Formal Complaint

- Complaints must be submitted in writing via email to **james@summitexplorers.co.uk** or via post to the company's registered address.



- The complaint should include:
  - Details of the issue.
  - Date(s) and location(s) of the incident(s).
  - Names of any individuals involved.
  - Any supporting evidence (e.g., photos, emails, or messages).

## 2. **Acknowledgment**

- The complaint will be acknowledged in writing within **3 working days** of receipt.

## 3. **Investigation**

- A thorough investigation will be conducted by a senior member of staff or an appointed investigator.
- All relevant parties will have the opportunity to provide their account of events.

## 4. **Outcome**

- A written response outlining the outcome of the investigation will be provided within **10 working days** of acknowledgment.
- If additional time is required, the complainant will be informed and updated on the progress.

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## **Step 3: Appeals**

If the complainant is dissatisfied with the outcome:

### 1. **Submitting an Appeal**

- Appeals must be made in writing within **5 working days** of receiving the outcome.
- Clearly state the grounds for the appeal (e.g., new evidence, perceived unfairness, or procedural errors).



## 2. Review Process

- The appeal will be reviewed by an independent senior staff member or external mediator.
  - A final decision will be communicated within **10 working days** of receipt.
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### Confidentiality

All complaints will be handled in a confidential manner, with information shared only on a need-to-know basis.

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### Record Keeping

A record of all complaints, investigations, and outcomes will be maintained for **6 years**, in line with data protection regulations.

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### Continuous Improvement

Feedback from complaints will be used to improve services and processes. Where appropriate, changes will be communicated to clients and staff.