



Complaints Procedure

Reviewed 2nd 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.

Scope

This procedure applies to:

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

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.

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.

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.

Confidentiality

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

Record Keeping

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

Continuous Improvement

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