

# Complaints Policy



Approval date: April 2024

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## Policy

We are committed to providing a high-quality service to all participants, always striving to work to the highest standards. However, we realise that from time to time things can go wrong, or we may not meet your expectations, and we welcome and actively seek feedback regarding our service and activities. This will help us to improve our standards.

Any formal statement by a member of the public or a partner or other organisation regarding dissatisfaction with the standard of work or service provided by Teach Outdoors will be regarded as an official complaint.

We take any complaint made against a trainer, leader, volunteer and our service seriously. When a complaint has been made, you have the right to have your concerns investigated and receive a full and prompt response.

When a complaint is made regarding any aspect of the Teach Outdoors business and services, this policy and the supporting procedure aims to:

- find out what happened
- satisfy the complainant that their concerns have been addressed
- take into account the outcome of any investigation from the complaint in order to improve the way we function.

If you feel unhappy about any aspect of our work, please contact us and let us know who you are and what your concerns are.

If you still feel you have been badly or unfairly treated, then please follow our Complaints Procedure which is set out below.

## Complaints Procedure

### Stage One: Verbal Complaint

If you feel unhappy about any aspect of our work, please contact us and let us know who you are and what your concerns are. We will then try to resolve the problem with you either by phone or in person. We will endeavour to resolve the matter to your satisfaction within 2 weeks, or if it is likely to take longer, we will let you know why.

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Unless you wish to pursue the matter further, the complaint will be considered to have been resolved and a brief record will be made and kept on file.

If you are still dissatisfied you may wish to consider using Stage Two of the Complaints Procedure.

## **Stage Two: Formal Written Complaint**

If you wish to proceed to stage two of the procedure, we will provide you with the name and contact details of the Director to write to regarding your complaint.

Your letter should explain who you are, the nature of the complaint, the name of the person concerned, why you are dissatisfied and any other points you feel are relevant.

We will acknowledge receipt of your complaint and confirm that it is being investigated within 1 week. The Director will work with you, the person concerned to resolve the complaint and agree action points. We may wish to talk to you via telephone and/ or arrange face-to-face meetings where necessary. Any agreed action points will be confirmed in writing to you.

The complaint will be considered to have been resolved and a brief record will be made on file.

## **Whistle blowing**

Whistle-blowing is the raising of a concern inside or outside the workplace. The concern is about incidences of wrongdoing that are a danger to others, including members of the public. A whistle-blower is the person observing the wrongdoing and raising the concern by reporting it.

### **When and why do people need to whistle blow? When they come across:**

Inappropriate behaviour.

Poor practice.

Unlawful conduct.

This includes criminal offences, damages to the environment, dangers to the health and safety of people and trying to cover up such incidences.

### **There are usually three parties involved in the whistle-blowing process, called 'the triad':**

Party one is the person doing the wrong.

Party two is the whistle-blower.

Party three is the person receiving the report about the wrongdoing.

The responses of party two, the whistle-blower, and three, the person the whistle-blower reports the wrongdoing to, are integral to keeping safe and high-quality care standards.

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**Whistle-blowing is an important duty for workers and employers. However, using it for the wrong reasons can be damaging to its process as concerns might not be taken serious any more. Whistle-blowing cannot be used for:**

Personal grievances like bullying, harassment or discrimination; unless the behaviour is in the public interest.

Staff to mitigate their poor performance or to resolve conflicts between other members of staff.

All whistle-blowing concerns are investigated. So, if a worker made inappropriate allegations, they will most likely be disciplined.

All Whistle-blowing concerns are investigated by the director.

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