

When participants, children, young people, parents, volunteers and staff are unhappy it is vital to have an agreed procedure to deal with the issues fairly and in a documented way.

The procedure also links in with 'whistleblowing' and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.

Ascend Adventure will ensure that:-

- Any complaint will be taken seriously and referred to the group leader or manager.
- If the complaint is about the leader or manager, it will be passed onto another company Director.
- The person making the complaint will receive written acknowledgement of their complaint within five working days including details of how it is being dealt with.
- Within 30 working days the person making the complaint will receive resolution or details of what has happened so far.
- If there are delays to resolving the issues the person making the complaint should be kept as fully informed as possible.
- There may be a need to identify a third party or higher authority to approach if the person making the complaint is unhappy with the outcome to their complaint.

Name:.....Melanie Wheeler.....

Signed:.....*Melanie Wheeler*

Date:22nd February 2021.....