



Complaints Procedure

OUT ON THE DOWNS (Trading name of OUTDOORS ON THE DOWNS LTD)

1. Policy Statement

OUT ON THE DOWNS is committed to providing a high-quality service to all participants, partners, and stakeholders. We welcome feedback and take complaints seriously as they help us improve our services and maintain high standards.

2. Scope

This policy applies to all complaints received from participants, parents, schools, partners, or members of the public regarding any aspect of our services, staff, or operations.

This policy also applies to complaints related to the delivery of regulated training, including first aid qualifications, and aligns with the quality assurance requirements of awarding bodies.

3. Principles

- Complaints will be handled fairly, promptly, and sensitively.
- All complaints will be taken seriously and investigated thoroughly.
- Complainants will be kept informed of the progress and outcome.
- Complaints will be used as an opportunity to learn and improve.

4. Procedure

4.1 Informal Stage

Where possible, complaints should be raised informally with the relevant staff member. We aim to resolve issues quickly and amicably at this stage.

4.2 Formal Stage

If the issue is not resolved informally, a formal complaint should be submitted in writing to info@outonthedowns.co.uk. The complaint should include details of the issue, relevant dates, and any supporting information.

5. Investigation

The complaint will be acknowledged within 5 working days. An investigation will be conducted, and a response provided within 15 working days. If more time is needed, the complainant will be informed.

6. Resolution

Following the investigation, OUT ON THE DOWNS will provide a written response outlining the findings, any actions taken, and any further steps available to the complainant.

7. Appeals

If the complainant is not satisfied with the outcome, they may appeal in writing within 10 working days. The appeal will be reviewed by a senior representative not involved in the original investigation.

If the complaint relates to a regulated qualification and remains unresolved after the internal appeal, the complainant may escalate the issue to the relevant awarding organisation. Contact details will be provided upon request.

8. Confidentiality

All complaints will be handled in confidence and in accordance with data protection legislation. Information will only be shared on a need-to-know basis.

9. Monitoring and Review

Complaints are recorded and monitored to identify trends and areas for improvement. This policy is reviewed annually or following a significant complaint.

10. Contact Information

For all complaints and correspondence, please contact:

Email: info@outonthedowns.co.uk

11. Related Policies

This policy should be read in conjunction with the Safeguarding Policy, Health and Safety Policy, and Equal Opportunities Policy.