



**Great Leaps Adventure  
Complaints Procedure**



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## **Introduction**

This document aims to set out the complaints policy and procedure for our tutors, learners and all interested parties who encounter a direct or indirect service from Great Leaps Adventure.

We value the delivery of our provision and the people who undertake it and our aim every day is to exceed the expectations of our customers.

We are confident in providing high-quality services and would be extremely disappointed if this is not the case.

Therefore, it is essential should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

## **Procedure**

Any complaints against the company or any member of Great Leaps Adventure should be made in writing and addressed to;

The Managing Director  
Great Leaps Adventure CIC  
62 Conqueror Drive  
Gillingham  
Kent  
ME7 2WP

The letter should state clearly the nature of the complaint and if appropriate provide evidence or copies of any related documentation. The complaint should also state the remedy being sought.

The Managing Director will then;

- Acknowledge receipt of the complaint within seven days.
- Investigate the complaint, or arrange for it to be investigated by someone else if that is deemed to be more appropriate in the circumstances.
- The Managing Director will inform the directors of Great Leaps Adventure that a complaint has been received and keep them informed of the investigations outcome.



- The Managing Director will prepare a written report on the nature of the complaint and the response. This will then be circulated to all directors of Great Leaps Adventure for information within ten working days of the response to the complaint, and will be included in the agenda for the next meeting of the directors.
- A complaint against the Managing Director should be addressed to the directors of Great Leaps at the following address;

The Directors  
Great Leaps Adventure CIC  
62 Conqueror Drive  
Gillingham  
Kent  
ME7 2WP

- The procedure to be used by the Directors in investigating and responding to the complaint will be similar to that for complaints against the company or any member of Great Leaps Adventure.

If the complainant is not satisfied with the outcome of their complaint, they may wish to refer it to an awarding body.