**POLICY STATEMENT**

Tom Roberts Adventure Centre (TRAC) aims to provide its customers, partners and suppliers (our stakeholders) with an excellent customer service. The TRAC will listen to the

needs of our stakeholders and provide opportunities for feedback.

1. **INTRODUCTION**

Tom Roberts Adventure Centre (TRAC) wishes to put customer needs at the very heart of the way we develop and enhance our services. Customer feedback is part of our ongoing

consultation process which we will use to learn and continuously improve our service.

We will promote the use of customer feedback via our comments system, social media, website and face-to-face interaction.

Customer feedback will be analysed and viewed as an opportunity to assist in

continuous improvement of our service.

Staff will be encouraged to respond positively, be problem solvers and successfully resolve any issues as quickly as possible, and to refer on those which are more complex or remain unresolved.

2. **REFERENCE DOCUMENTS**

**EXTERNAL**

Data Protection Act 1998

Personal Safety at Work H&S 2.29

**3. WHAT IS A COMPLAINT?**

*An expression of dissatisfaction by one or more people about the standard of service*

*provided by Tom Roberts Adventure Centre (TRAC).*

A complaint may relate to:

Failure to provide a service

Inadequate standard of service

Dissatisfaction with company policy

Treatment by or attitude of a member of staff

This list does not cover everything. A customer might say they ‘don’t want to

complain’ but go on to express dissatisfaction in a way that amounts to a complaint.

The customer will be told that we will consider all expressions of dissatisfaction and

that complaints provide us with an opportunity to improve services, especially where

things have gone wrong. We will record all complaints on our Customer Experience Spreadsheet and regularly review them to identify trends and opportunities for improvement.

**4. THE COMPLAINTS HANDLING PROCESS**

A complaint can be made in person (face-to-face or by phone); in writing (by letter or

email); via our comment collection system; via our social media or web sites; or another external party. We will record all complaints on our Customer Experience Spreadsheet and regularly review them to identify trends and opportunities for improvement.

**STAGE 1**

Wherever possible, an employee will deal quickly and informally with any issue or

complaint from a customer. This is only likely to be possible if the complaint is made

in person. Staff will aim to resolve the matter at the point of service delivery and (if necessary) involve the Manager as appropriate. All staff will be aware of, and be trained in, the operation of the complaints handling process and be empowered to deal with and resolve complaints as they arise.

Examples of issues suitable for immediate resolution:

The late or unexpected cancellation of an activity

 Facilities are not of an acceptable standard

A member of staff was unhelpful

Any complaints received in relation to catering will be directed towards the Contractor responsible.

If a complaint cannot be resolved at the point of delivery or is inappropriate for this

stage, the complainant will be invited to refer their comment or complaint in writing

to the Manager either using the on-site comment collection point or by email or letter. The appropriate contact details should be given to the complainant if resolution is not achieved by staff or Manager.

All complaints should be acknowledged in writing within 3 days.

Complaints requiring little or no Investigation

For issues which are straightforward and require little or no investigation, provide an

apology (if appropriate), explanation or other action to try to resolve the complaint,

within 48 hours or less. Responses will normally be by email or letter.

The Manager will normally be able to respond to the complaint.

Complaints that require an Investigation

Complaints handled by investigation are typically those that are complex or require

examination to establish the relevant facts before a response can be given. In such

cases the Manager will nominate a person to carry out the investigation or for complex or sensitive cases seek advice from the Directors/Trustees. An acknowledgement will be given within 3 days of receiving the written complaint and a definitive response provided within 20 days following a thorough investigation of the points raised. Sensitive complaints may

require an additional internal review. Responses will be issued by the Manager. If a full response cannot be given within 20 days the complainant must be advised within the 20 days that a longer time is required and given an indication of when to expect a full response. Responses will normally be by email or letter.

Examples of issues suitable for investigation:

Resolution was attempted but the customer remains dissatisfied.

The customer wishes to raise the complaint with the Directors/ Trustees.

The issues raised are complex and will require detailed investigation.

The complaint relates to issues that have been identified as serious or high

risk/high profile.

At the investigation stage, staff should aim to resolve the complaint first time. The

goal is to establish all of the facts relevant to the points raised and provide a full,

objective and proportionate response to the customer’s complaint.

Complaints going straight to Stage 2

Some complaints will go straight to Stage 2 (i.e. by-pass Stage 1). Examples of this

would be:

When the complainant doesn’t want to engage face to face with site

staff.

When the complainant would prefer to put their complaint in writing to a

higher authority.

For more serious issues that require Directors input.

It is for the complainant to decide what they would prefer to do.

Complaints that do not relate to the facility – go straight to Stage 2

If the complaint does not relate to the facility (e.g. it is about a company matter) the

complainant should be advised to write to the Company Secretary, who will either deal

with the matter himself or delegate to an appropriate person. Again, an acknowledgement will be given within 3 days of receiving the written complaint and a definitive response provided within 20 days following a thorough investigation of the points raised. If a full response cannot be given within 20 days the complainant must be advised within the 20 days that a longer time is required and given an indication of when to expect a full response. Responses will normally be by email or letter.

If a complaint cannot be resolved at the point of delivery or is inappropriate for this

stage, proceed to Stage 2.

**STAGE 2**

Where the customer remains dissatisfied with the response or the way the complaint

has been dealt with, it can be escalated to the Company Secretary. The Company Secretary

may review the complaint himself or invite a member of the Trustees to review it for him. Either way the Company Secretary will acknowledge the complainants (escalated) letter within 3 days and provide a full response within 20 days. If a full response cannot be given within 20 days the complainant must be advised within the 20 days that a longer time is required and given an indication of when to expect a full response. Responses will normally be by email or letter.

If the Company Secretary has been involved in the investigation, the complaint will go

straight to Stage 3.

**STAGE 3**

Where the customer remains dissatisfied with the response or the way the complaint

has been dealt with, it can be escalated to the Company Chair. They may review the

complaint themselves or invite one or other trustees to review it on their behalf.

Either way the Chair will acknowledge the complainants (escalated) letter within 3

days and provide a full response within 20 days. If a full response cannot be given

within 20 days the complainant must be advised within the 20 days that a longer time

is required and given an indication of when to expect a full response. Responses will

normally be by email or letter.

Complainants may also complain directly to the Board of Trustees when the

investigation would be carried out at the appropriate level determined by the Board.

service failure or maladministration not identified by Tom Roberts Adventure Centre (TRAC).

right, offer of redress or why on this occasion Tom Roberts Adventure Centre (TRAC) may not be able to assist.

Some types of complaints are not easily resolved through written correspondence.

Staff will be aware of different forms of dispute resolution available, such as

mediation or conciliation which can be highly effective and help defuse problems

before they escalate.

If a complaint relates to a partner of TRAC the complaint will be forwarded to

the relevant contact and the customer will be informed of the action.

At each stage of the process the complainant will be advised how to escalate their

complaint should they be dissatisfied with the response.

A summary version of this 4 stage process is attached at Appendix A.

**5. RECORDING AND LEARNING**

Details of the complaint and actions taken will be recorded on Tom Roberts Adventure Centre (TRAC)’s Customer Experience Spreadsheet to assist with monitoring and improving our service.

We will ensure that the principles of the Data protection Act 1998 are adhered to in

relation to retaining personal information and providing a fair and accessible procedure.

**6. ENCOURAGING FEEDBACK**

Tom Roberts Adventure Centre (TRAC) is committed to ensuring that all people are given full and equal access to give feedback. We will accept comments in the following ways:

By telephone or by face-to-face at point of service delivery.

Via our customer comment collection system.

Via our web site www.tracnewent.org.uk and selecting the ‘contact us’ tab.

By emailing the Manager directly on

manager@tracnewent.org.uk.

By writing to the Manager, Tom Roberts Adventure Centre (TRAC), Yates Farm, Malswick, Newent, GL18 1HE.

Where customers cannot provide the complaint in writing, a member of staff will

assist the customer in compiling an accurate record of the complaint.

Tom Roberts Adventure Centre (TRAC) will also make sure, where necessary, to:

Provide assistance to people who have difficulty with spoken English or whose

first language is not English.

Provide support for visually impaired customers.

Arrange sign language interpretation when appropriate and when prearranged.

Where a customer is unable, or reluctant, to make a complaint on their own we will

accept complaints brought by third parties as long as they obtain appropriate consent

from the customer.

**7. EVALUATION AND MONITORING**

The Directors/Trustees will review regular reports from the Customer Experience Spreadsheet.

**11. PUBLICISING THE POLICY**

We will publish this policy on the company’s website.

**12. REVIEW**

This process will be reviewed every two years.

**APPENDIX A**

**STAGE 1**

Firstly, speak with the staff providing the service you wish to comment or complain about.

Most problems can be dealt with quickly by the people closest to the situation.

If you are unhappy with the response or feel unable to approach these staff directly then please put your comment or complaint in writing (either by using the on-site customer comment collection system, email [manager@tracnewent.org.uk](mailto:manager@tracnewent.org.uk) or by letter) to the Manager, TRAC, Yates Farm, Malswick, Newent, GL18 1HE, who will investigate the matter and aim to provide a response within 20 days.

**STAGE 2**

If you are unhappy with the response please write to the Company Secretary, [comp.sec@tracnewent.org.uk](mailto:comp.sec@tracnewent.org.uk) at the same address, who will review, decide if further action is needed and aim to provide a response within 20 days.

**STAGE 3**

If you are still unhappy with the response write to the Chair of the Board of Trustees, at the

same address, who will review and decide if further action is needed and aim to provide a response within 20 days.