

AE Complaints Procedure

On receipt of any complaint, Adventure Expeditions and Adventure Expertise (AE) core team will take the complaint seriously and deal with it promptly by taking appropriate action, particularly those complaints regarding group safety, safeguarding and instructor duties.

If a complaint is received by / brought to the attention of AE staff or instructors, it should be reported to the management team at the first available opportunity, giving full details to enable appropriate action to be taken.

To make a complaint regarding an AE member of staff or instructor

Please report any such complaints directly to the AE management team:

- Business Manager – Lindy Smith (**DSD**): lindy@adventure-expeditions.net or telephone 01433 651449 (office hours) / 07400 457294 (Duty Mobile – out of office hours only).
- Managing Director – Cat Charlton (**DSL**): cat@adventure-expeditions.net or telephone 01433 651449 (office hours) / 07400 457294 (Duty Mobile – out of office hours only);
- Technical Director – Andy Charlton: andy@adventure-expeditions.net or telephone 01433 651449 (office hours) / 07400 457294 (Duty Mobile – out of office hours only);

NB: If the complaint involves **safeguarding matters**, please use the telephone numbers above and ask to speak to **AE's Safeguarding Team** – your matter will be dealt with by an appropriately trained / designated member of staff in the strictest of confidence.

PLEASE ONLY DISCLOSE DETAILS OF THE MATTER TO AE SAFEGUARDING TEAM MEMBERS.

To make a complaint regarding Adventure Expeditions equipment or any operational issues

Please report any such complaints directly to any member of the AE team:

- Your AE expedition Course Director or Team Leader who heads up the team of instructors working with you and your group;
- Any AE instructor working with your participants/groups;
- AE Stores Manager, James Mottershaw (**kit / equipment issues**): james@adventure-expeditions.net or telephone 01433 651449 (office hours) or 07400 457294 (Duty Mobile – out of office hours if an emergency);
- AE Operations Co-ordinator (Tom Brooman) tom@adventure-expeditions.net or Operations Lead (Andy Browning) andy@adventure-expeditions.net.

Any complaints should be logged by staff members/instructors in writing, including any action taken and photographs if possible/appropriate and outline details included in the Programme Report for onward dealing by the Operations Team. Notice should also be passed to the Operations Co-ordinator so that they are aware of the issue (even if no further action is required) or can take appropriate follow up action to ensure that the best service is provided.

To make a complaint regarding the Adventure Expeditions management team

- If they regard finance or either of the Directors – please contact the Business Manager, Lindy Smith in the first instance: lindy@adventure-expeditions.net or telephone 01433 651449. Lindy can then direct your complaint to the most appropriate internal or external contact for dealing for you.
- If they regard the Business Manager – please contact AE Managing Director, Cat Charlton: cat@adventure-expeditions.net or telephone 01433 651449 (if out of hours, call 24/7 Duty Mobile telephone mobile: 07400 457294);

Making a complaint

If you are a PARTICIPANT wishing to make a complaint

You can:

- Report to your school/group leader who can assist you in making a complaint to us;
- Report to your AE expedition instructor or leader directly;
- Report to AE Business Manager by email: lindy@adventure-expeditions.net or telephone: 01433 651449.

If you are a TEACHER/GROUP LEADER wishing to make a complaint

You can:

- Report to your expedition instructor or AE Team Leader/ Course Director – either directly or via email: info@adventure-expeditions.net and FAO their name;
- Report to your AE Client Manager; or
- Client Co-ordinator Lesley Turner by email: lesley@adventure-expeditions.net or telephone: 01433 651449.

If you are a PARENT/GUARDIAN wishing to make a complaint

You can:

- Report to your participant's expedition instructor or Team Leader/ Course Director – either directly or via email: info@adventure-expeditions.net and FAO their name;
- Report to AE Business Manager by email: lindy@adventure-expeditions.net or telephone: 01433 651449.

If you are a MEMBER OF THE PUBLIC wishing to make a complaint

You can:

- Report to AE Business Manager by email: lindy@adventure-expeditions.net or telephone: 01433 651449.

If you are an AE STAFF MEMBER/INSTRUCTOR wishing to make a complaint

You can:

- Report to your Team Leader/ Course Director (if not lone working);
- Report to AE Operations Managers by email: instructors@adventure-expeditions.net or directly to an Operations Manager using their direct email (Helen Mahadevan, Ollie Smith, Andy Browning) or telephone: 01433 651449;

Date of last review: April 2026

Date of next review: April 2027

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- Report to AE Technical Director, Andy Charlton, by email: andy@adventure-expeditions.net or telephone: 01433 651449.

Please note: we welcome any feedback on our programmes and this includes any complaints that you have. We aim to deal with any complaints **swiftly and efficiently** in order to provide all clients, participants and staff/instructors with the best possible service as a provider and employer. **The quality of our operations really does matter to us.**

Complaints Process

Once a complaint is received by Adventure Expeditions senior team, the following steps will be taken:

- 1) All **appropriate information will be gathered**, both from the complainant and all staff/instructors involved;
- 2) This information will be passed back to the complainant via telephone/email **within one week of the complaint being received** – if extenuating circumstance mean that this is not possible, the complainant will be informed by telephone/email along with timescales for when this information will be received (sometimes our staff members may be out on expedition and so we will endeavour to gather information from them at the earliest possible opportunity). If the complainant wishes to pursue matters further:
- 3) A **meeting will be arranged within three weeks of the original** complaint being received. All appropriate parties regarding the complaint will be present at the meeting – these parties will be dependent on the nature of the complaint made. The meeting will take the form of a discussion between all parties with the **aim being to come to an appropriate conclusion that is in the best interests of all parties present**. All discussions, decisions and conclusions will be recorded for future reference;
- 4) A written summary of the meeting will be sent to the complainant **within four weeks of the original complaint being received**. If the complainant wishes to pursue matters further;
- 5) A meeting between the complainant, AE and any representative body **appropriate to the nature of the complaint**. Examples might be the Duke of Edinburgh Award, Mountain Training or school/group staff.

Any party making a complaint against Adventure Expeditions regarding operation of a DofE programme has the right to inform:

- DofE regional officer;
- DofE Head Office.

Please find contact numbers/emails via the DofE website: www.dofe.org

Adventure Expeditions management team will inform the following of any serious complaints received:

- Teacher/group leader or school link teacher – whichever is most appropriate;
- Regional DofE co-ordinator or DofE Expedition Panel;
- DofE Head Office.

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Please be assured that any complaints will be treated with the **strictest of confidence and professionalism and will be taken seriously.**

We want you to have the best possible experience with us and act on all feedback to improve what we do.