

Complaints Policy Overview

DATE REVIEWED: MARCH 2025

NEXT REVIEW DUE MARCH 2026

REVIEWED BY: GARETH JONES

Nature Beanz Adventures is committed to providing a high standard of education, care, and outdoor experiences for all participants. We recognise that concerns or complaints may arise and aim to address them promptly, fairly, and professionally. This policy outlines the steps for participants, parents, guardians, and other stakeholders to make a complaint and how we will handle it.

Objectives

- To provide a clear and accessible process for raising complaints.
- To handle complaints in a timely, fair, and consistent manner.
- To ensure complaints are addressed and resolved, with feedback used to improve our services.

Scope

This policy applies to all aspects of Nature Beanz Adventures/ Education, including activities, staff conduct, facilities, and participant safety. Complaints may be raised by participants, parents/guardians, staff, and external stakeholders.

Complaint Procedure

Step 1: Informal Resolution

- **Raise Concerns Early:** We encourage individuals to raise any concerns or issues informally with the relevant staff member or program leader at the earliest opportunity.
- **Immediate Resolution:** Many issues can be resolved quickly through open and constructive discussion. Our staff members are trained to handle initial concerns respectfully and to take appropriate action.

Step 2: Formal Complaint

If the issue remains unresolved, a formal complaint may be submitted. This should be done in writing to ensure clarity and thorough documentation.

- **How to Submit a Complaint:** Send an email or a written letter detailing the complaint to info@naturebeanzadventures.com or the main contact. Please include:
 - Full name and contact information of the complainant.
 - Description of the complaint, including relevant dates and persons involved.

- Any relevant supporting documents or evidence.
- **Acknowledgment of Receipt:** We will acknowledge the receipt of a formal complaint within 3 working days.
- **Investigation Process:** A designated senior staff member will investigate the complaint thoroughly, gathering relevant information and, if necessary, speaking with involved parties.
- **Resolution Timeframe:** We aim to resolve all formal complaints within 10 working days. If more time is required, we will inform the complainant of the delay and provide a revised timeframe.

Step 3: Outcome and Follow-Up

- **Outcome Notification:** Once the investigation is complete, the complainant will receive a written response detailing the outcome and any actions taken.
- **Further Steps:** If the complainant remains dissatisfied with the outcome, they may request a review by the program director. This should be requested within 5 working days of receiving the outcome.

Confidentiality and Data Protection

All complaints will be handled with sensitivity and confidentiality. Information will only be shared with individuals directly involved in resolving the complaint, and data will be stored in accordance with data protection regulations.

Continuous Improvement

We value feedback and use complaints to improve the quality of our services. All complaints will be reviewed periodically to identify any patterns and to inform our ongoing efforts toward program improvement.

Contact Information

For any questions regarding this policy or to submit a complaint, please contact us at:

- **Email:** info@naturebeanzadventures.com