



Policy Document

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This policy is intended to define, underpin and drive processes and activities surrounding: complaints from attendees on any course.

Rationale:

Complaints arise for many reasons but most are based on expectations not being met for example, but not exhaustively:

1. An attendee doesn't feel their course was value for money.
2. An exam attendee doesn't feel they should have failed.
3. A party suffers from inclement weather.
4. A parent feels their child didn't enjoy a course.

Policy .

All complaints are valid and will be taken seriously.

All complaints will be investigated to the same degree by the attending instructors in the first instance then the Head of Broomheath Plantation Bushcraft Academy should the instructors not be able to arrive at a satisfactory outcome for the complaint.

All complaints may be the trigger of a policy revision or a change or improvement to teaching or delivery methods.

Advice for complaints.

If you feel the need to complain about Broomheath Plantation Bushcraft Academy then please call, email or write to us:

1. Please be as calm and as clear as possible in your complaint.
2. Allow us time to investigate and respond.
3. Have an idea of what outcome you require or what needs to change as a result of your complaint.
4. After the instructors there is only 1 tier to which your complaint can be escalated. The Head will take the time to review the complaint, the instructors' response and any evidence and will make a decision.

5. We recommend keeping your complaint away from social media although we realise that for some it is the tool of choice for getting their point across to as broad an audience as possible.

Communication during a complaint.

You may submit your complaint via any medium, email, phone or even letter. Email and letters are not real time methods of communication. Phone calls will only be taken during office hours. We will communicate with you when there is something to add or if we wish to amplify or enhance a previous point. You may communicate with us as frequently as you wish.