Hampshire County Council

Hampshire Outdoors

Feedback & Complaints Policy and Procedures

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Complaints Policy and Procedures

1. Introduction

Hampshire Outdoors provides a range of activities/courses for children, young people and adults. This document sets out our policy and key procedures in relation to feedback and complaints.

2. How to give us feedback?

If you have a comment, suggestion or compliment you can highlight this; in person via your Course Tutor by completing your end of course evaluation form or directly in writing to Hampshire Outdoors (details below).

3. How to make a complaint?

If you have a complaint about any aspect of our service including your course, you can make a complaint using the complaints procedure outlined below. All forms of feedback including complaints are dealt with professionally and, where possible, are treated with confidence. However, in order to investigate complaints thoroughly, it may be necessary to share details of what you say.

The complaints procedure makes sure we properly look into your complaint and give you a considered response.

4. How long will it take?

We will acknowledge your complaint within 5 working days from the date of receipt and tell you how long it will take to give you a full reply. We try to respond quickly to complaints and will reply to you within 20 working days.

Sometimes, due to the complexity of your complaint, we will not be able to meet this timescale. If this happens we will write to you, and keep you fully informed of the progress being made.

5. Stage One

If you have a concern regarding any aspect of the service please speak to the appropriate member of staff as soon as possible, for example this could be your Course Tutor, Centre Manager or Centre Administrator. Most concerns and complaints are quickly and successfully resolved in this way.

6. Stage Two

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the Centre Manager or Hampshire Outdoors Manager. The manager will investigate the issues raised, try to resolve them and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest.

If you are unhappy with the outcome at stage two and before moving to stage three, the manager will contact you. This will help to establish if there is anything further that can be done to resolve your complaint. The manager may arrange to meet with you to discuss your complaint in person.

7. Stage Three

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Head of Service at Hampshire Outdoors to consider your complaint. The Head of Service will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions.

We will not investigate any issues or complaints which are subject to an Awarding Organisation appeal or review process.

If the complaint has still not been resolved at this stage, it can be escalated to the Awarding Organisation (ITC First, STA, Bikeability, 1st4Sport, Sport Leadership Foundation or IOS) who will endeavor to resolve it (contact details below).

8. Putting things right

If we get something wrong, we will do our best to put it right. We will review our policies and procedures to try to stop it happening again.
We monitor complaints and will use this information to improve our services.

9. Contact details

Contact details for all comments, compliments and complaints are: -

In writing to: -
Hampshire County Council
Children's Services Directorate
Hampshire County Council
First Floor, EII Court West
The Castle
Winchester
SO23 8UG

By email: outdoor.education@hants.gov.uk or PEandSport@hants.gov.uk
By telephone: 01962 876218

We can also provide our publications in alternative formats, including different languages, Braille, large print and audio. For more information or advice please contact us using the details above.

Policies – STA.co.uk

Policies and Procedures (swimming.org)

ITC First

1st4sport Policies and Procedures –

Policies | Leadership Skills Foundation

Complaints policy - Bikeability