

Complaints Procedure

Purpose & Scope:

The purpose of this procedure is to ensure all complaints are recorded and acted upon within 3 – 5 working days of receipt.

Procedure:

1. In the event of a customer complaint take all of the customers details, completing the complaints log sheet.
2. Investigate cause of complaint and identify immediate actions that need to be taken.
3. Discuss with customer their desired outcome – full refund, replacement including postage costs if applicable.
4. Carry out immediate actions and update complaints log sheet
5. Identify any methods that can be put in place to prevent reoccurrence and record on the complaints log sheet
6. Sign and close of complaint once all actions undertaken.
7. Carry out 6 monthly review of complaints received to look for commonalities etc.

Bale's Farm
Outdoor Learning