

Company Policy & Procedure

Untold Operations Ltd

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Policy Name:	Complaints Policy			Policy No:	5
Effective Date:	24/10/22	Date of Last Revision:	N/A	Version No:	1

Version History				
Version	Approved By	Revision Date	Description of Change	Author

After each review the following steps must be taken:

- 1. An updated PDF must be saved and the Version History Recorded (for example – “First Aid SOP (v1)”.*
- 2. The Operating Procedure Review Log must be updated. This can be found in the Accident Management Folder.*

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Complaints Policy

Overview

Untold Operations Ltd seeks to always better its practice. It will take complaints no matter what level seriously and act upon them. The company will undertake a full investigation. All complaints will be dealt with sensitively and in a manner which results in satisfaction by all parties involved.

Staff

The company understands that complaints are not limited to that of customers. Should a staff member or instructor have an initial complaint, then they should raise this informally with the party involved or the Event Manager. If the staff member or instructor considers this a more serious complaint, then they should raise this with senior management. If required, the grievance procedure in the "Working for Untold Operations Ltd" booklet will be followed.

Customer

In the event of a customer wanting to make a complaint then they should approach the Event Manager in the first instance. The Event Manager should record any information provided accurately on the "Complaints Reporting Form". It will be the job of the Event Manager to resolve this complaint talking directly with the parties involved. All complaints should be reported to Senior Management. Senior Management will follow up with the customer post event. In the event of a serious complaint or allegation that has resulted in police assistance then Senior Management will take over the complaints process from the Event Manager. In this instance it would be the Event Manager's priority to continue managing the smooth running of the event.

Participant

Should a participant wish to make a complaint then they should refer this directly to the instructor. In the instance that the participant does not want to approach the instructor regarding this complaint then they should talk to the Event Manager or the Client Supporting Staff.