



Yorda Adventures Comments, Suggestions and Complaints Policy

We welcome comments, suggestions or complaints from any source in the belief that they can be used to:

- Ensure that high standards of care are being maintained.
- Monitor that the care given is in accordance with our policies.
- Identify ways of developing existing and/or new services.

Complaints

If staff, children and young people, parents/carers or members of the public wish to complain about any aspect of service at Yorda Adventures we will investigate the issue/s and aim to resolve the problem as quickly as possible.

Anyone working for Yorda Adventures or using services provided by us should, in the first instance, make their views known to the relevant senior member of staff in person or in writing.

If the matter is unable to be resolved between the two parties a formal written complaint should be sent to the Management Team.

All formal complaints must be:

- In writing
- Recorded in the complaints book.
- Acknowledged and actioned within 28 days.

Staff should follow the Grievance Procedure if a complaint issue is not resolved.

Comments

We record all positive comments made about Yorda Adventures. If you receive positive feedback please pass it to a member of the Management Team.

Suggestions

All suggestions are taken to the Management Team but action is not guaranteed.