



COMPLAINTS PROCEDURE

Sea-Change Sailing Trust takes great care in operating Thames sailing barge voyages and endeavours to adhere to a high standard of practice. It recognises that there may not always be complete satisfaction with a voyage or with some aspects of it. In the event of a complaint the following procedure shall be followed.

- If parents, young people, or volunteers wish to make a complaint about a matter they should notify the Assistant Executive Officer whose details are shown below.
- If the complaint is of a serious nature it should be made in writing by the complainant as soon as possible and given to the Assistant Executive Officer. If the complaint is about that person, it should be sent to the Executive Officer. If the complaint is of a safeguarding nature the matter should also be referred to Essex Local Authority Designated Officer (LADO) and the designated Safeguarding Lead.
- If an oral complaint is made to the Assistant Executive Officer he or she should, if at all possible, try to resolve the complaint calmly, fairly and promptly. Every effort shall be made to resolve the complaint at the time or within 24 hours. The Assistant Executive Officer may need the advice of others before the complaint is concluded.
- If the complainant is not satisfied with the response (or lack of it) to an oral complaint and wishes to pursue the complaint, they should make their complaint in writing and the procedure for written complaints will apply.
- If a complaint is made in writing to the Assistant Executive Officer (or if the complaint is about that person the Executive Officer) they should, where practicable, within 10 days of receipt of the written complaint: (i) give a written acknowledgement of receipt of the complaint; (ii) explain what steps he proposes to take to consider or resolve the complaint.
- All written complaints received in a year will be recorded as to the actions taken and the outcome of the complaint or as to what further steps, if any, are proposed to be taken in relation to it.

Sea Change Sailing Trust

April 2022

Assistant Executive Officer Contact details:

Judy Harrison 07708 656854 judy@seachangesailingtrust.org.uk

Executive Officer Contact Details:

Richard Titchener 07895 063838 richard@seachnagesailingtrust.org.uk