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## Blackland Farm Outdoor Centre

# Complaints Policy

**Written:** 23rd April 2024

**Standard Review date:** 23rd April 2025

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### Introduction

Blackland Farm Outdoor Centre is committed to providing a high quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future. If you have any queries about this policy, or its content, you can contact us at [info@blacklandfarm.org](mailto:info@blacklandfarm.org).

4th Dimension t/a Blackland Farm Outdoor Centre (registered company in England and Wales 15182683). The Managing Directors have overall responsibility for Blackland Farm Outdoor Centre; for ensuring that we abide by our legal requirements and our own policies.

### Purpose

This policy provides an overview of Blackland Farm Outdoor Centre's approach to complaints.

### Scope

This policy applies to customers, and other third parties who carry out or contribute to the business.

## **Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

## **How you can make a complaint**

You can complain by sending an email to us at [info@blacklandfarm.org](mailto:info@blacklandfarm.org), or you can send a written complaint by post to Blackland Farm Outdoor Centre, Grinstead Lane, East Grinstead, RH19 4HP. Alternatively you can telephone us on 01342 810493 or 01342 811327 but please be aware we may, where appropriate, ask you to provide further details in writing.

## **How we handle complaints**

A Manager will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

## **Time limits**

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **If you are dissatisfied with the outcome**

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## **If you are still dissatisfied at this stage**

You can refer this matter to a certified Alternative Dispute Resolution (ADR) provider. A list of certified providers is maintained on the CSTI (Trading Standards) website and can be found here <https://www.tradingstandards.uk/consumers/adr-approved-bodies>.

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