Complaints Policy

British Exploring Society is committed to being open and transparent, to having strong governance processes and welcomes feedback from all individuals and organisations with whom we engage in delivering our mission, values, and objectives.

We take complaints very seriously and we see every complaint as an opportunity to improve our work. British Exploring Society is committed to learning from all complaints received, whether addressed formally or informally, and whenever they arise.

Informal Complaints

A complaint may be raised informally. To make an informal complaint, the complainant should contact the member of British Exploring Society staff with whom they are already corresponding and / or the member of the team responsible for the issue and explain the problem.

The informal complaint can be dealt with by any employee within British Exploring Society. The complaint will be directed to the most appropriate member of staff who understands the circumstances giving rise to the complaint. That staff member will work to address and / or resolve the issue.

At the end of the informal process, if the complainant feels that the matter has not been sufficiently resolved, then they can make a formal complaint.

Formal Complaints

Formal complaints should be sent by email to confidential@britishexploring.org.

All complaints will be acknowledged within 5 business days of receipt.

Investigation

The complaint will be referred to a member of the Senior Leadership Team who will lead the complaint process.

Response

A response will be made within 21 working days of receipt of the complaint. Whilst we aim to have completed the investigations and to have made our formal response by that date, if this has not been possible an update will be provided with an expected final response date.

Right to appeal

If the complainant is not satisfied with the response, they can appeal to British Exploring Society's Chief Executive within 10 working days. This appeal will be reviewed and investigated further. A final decision will then be provided within 21 working days of receipt of the appeal.

Our Commitment to Learning

Complaints provide British Exploring Society with an opportunity to learn and improve. To ensure we are continually learning, complaints will be logged and reviewed together at regular intervals by the Senior Leadership Team to identify any trends or themes.