

Edventure Complaints Procedure:

Edventure takes complaints very seriously. There are several ways for parents to bring forward any issues they may have. (Ref appendix 1.1, Complaint Form.)

The first step:

- Talk to those directly involved about any concerns that you have.
- If your complaint is in regards to some aspect of the programme, ask the staff for the opportunity to meet or contact the Programme Supervisor.
- The Programme Supervisor will ensure that your concern is investigated and followed up.
- Discussion will take place with: Yourself, Programme Staff, The Programme Supervisor
- The Programme Supervisor will then contact you, and discussion will continue with an emphasis on reaching satisfactory solutions and strategies to deal with your concern/complaint.
- Once the initial contact has been made please expect follow up and a meeting with the Programme Supervisor to be made within 1 week

The second step:

- Should the matter not be resolved satisfactorily by the staff directly concerned, then your next option is to take the matter up with the Edventure Director.
- If necessary, a formal/informal meeting can then take place between the Edventure Director, the Programme Supervisor and staff members involved.
- Once the second contact has been made, please expect a return phone call and/or follow up meeting with the edventure Director within 2 weeks.
- In the event of an outcome that continues to be unsatisfactory from your perspective, you may choose to continue to the next step.

If you continue to be dissatisfied:

- It is possible that the appointment of an independent mediator, endorsed by both yourself and Edventure, will assist in reaching a solution.

1.1 Edventure Standard Complaint Form

Please fill out the complaint form to the best of your ability. Please note this form is completely confidential between Edventure management, unless further action is needed.

Nature of Complaint

Time of Incident (if applicable) _____

Date of Incident (if applicable) ____/____/____

Form Completed by _____ on ____/____/____

Ph _____ email _____

Signed _____ date ____/____/____

Action _____
