



NO BOUNDARIES

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Complaint Handling Policy

1. About this policy

1.1. We are strongly committed to maintaining an effective complaint handling procedure which allows all members of our outdoor adventure sports club to make a legitimate complaint and aims to handle complaints in an open, transparent, and efficient way so as to identify the problems and resolve issues quickly and fairly.

1.2. This policy sets out how we will handle complaints.

1.3. The purpose of this policy is to ensure that, whenever complaints arise:

- a) we can communicate clearly with all complainants and ensure their complaints are dealt with efficiently;
- b) complainants are treated impartially, in confidence and with respect and courtesy;
- c) we will always try to resolve complaints quickly, informally and at the time of the first occurrence;
- d) we can undertake a duly investigation on complaints if appropriate;
- e) we provide all complainants with a timely and appropriate response;
- f) action is taken if necessary in the light of the outcome of a complaint;

1.4. This policy will be reviewed from time to time to ensure that it reflects our legal obligations and our business needs. We reserve the right to amend it at any time.

1.5. This policy does not apply to whatsoever complaint arising out of the performance or behaviour of an individual or organisation connected with No Boundaries for the provision of travel arrangements or accommodations. You are invited to raise your concerns directly with them as soon as possible.

1.6. This policy does not cover a request under the UK Data Protection Legislation and (for so long as and to the extent that the law of the European Union has legal effect in the UK) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to privacy.

1.7. By becoming a member of No Boundaries, you confirm that you accept this complaint handling policy and that you agree to comply with its terms. We recommend that you print a copy of these terms for future reference.

2. Eligibility to complain

2.1. Active members

Anyone who has an active membership with our outdoor sports club is entitled to make a complain if they are dissatisfied with the service received.

2.2. No third parties

We accept no complaints from third parties unless they are legally responsible for the complainant or unless the complainant is unable to make a complaint themselves.

3. Matters to complain

Problems or concerns that may be brought to our attention under this policy could relate to:

- a) the quality and standard of an outdoor experience;
- b) the quality and standards of leaders, coaches and mountain guides;
- c) member support services available;
- d) the quality and standards of administrative processes;
- e) unfair treatment by a member of our team; and
- f) any other expression of dissatisfaction about our organisation, our staff, and anyone else acting on our behalf.

4. Informal Complaints

We encourage members to initially use an informal approach when it comes to making a complaint since we are generally able to solve their problems in the first instance in a practical, quick and efficient way. Informal complaints can be made either verbally directly to the team member who is responsible for the service you wish to complain about or by phone on 02078594181.

Feedback or complaints in person or via telephone will be considered to be acknowledged due to the conversation held; we will not provide a separate acknowledgment confirmation.

If you are dissatisfied with the response received by that team member or feel unable to raise the matter with that person, you can raise a formal written complaint, following the procedures outlined in clause 6 hereinafter.

5. How to make a formal complain

Where a member wishes to make a formal complaint, they are required to notify us of complaint in writing as follows:

- a) By emails to be sent to contact@noboundarieslimite.com
- b) Via our complaint form, which is available in hard copy, on request and on our website.
- c) By means of a letter to be addressed to No Boundaries and be sent to:

No Boundaries Limited
Ground Floor
2 Woodberry Grove
N12 0DR
London,
United Kingdom

6. How we handle formal complaints

6.1. Where you wish to raise a formal complaint, we have an internal two-stage complaints process we adhere to:

A) First stage

All formal complaints are assessed immediately after they have been received, by an appropriate member of staff, to ensure the following actions are undertaken:

1. Acknowledgement

We will send all complainants an acknowledgement of their complaints within 7 working days of their complaints being received.

2. Investigation

An impartial investigation will be carried out on the matter leading to a complaint to ensure that key facts are identified and clarified.

3. Response

We will provide all complainants with a detailed response within 28 days, unless the complaint is complex and requires more time. In that case, we will notify the complainant, provide an explanation for the delay and provide a reasonable estimate (not exceeding six weeks) of the timeframe within which a response will be provided. Our response will provide all the complainants with the details of the findings and proposed resolution. Where we identify mistakes in our approach we will acknowledge those and this may include providing an apology, setting out details of other steps we think are necessary in the circumstances, and explaining what we will do to prevent the problem occurring again.

4. Follow Up

We will follow up complaints to confirm that complainants are satisfied with the response given.

B) Escalation

If a complainant is dissatisfied with the decision made in Stage 1 or any aspect thereof and notifies our team of the same, they may escalate their complaints to Mr Francesco Carta (the “**Director**”) who shall review the complaint and respond to the complainant with his decision to accept the original finding or to substitute a new finding. The Director will respond to the complainant within 30 days of the complaint being referred. If the complaint is upheld, the Director will ensure that necessary steps are taken as a result.

The Director may be contacted by email francesco@noboundarieslimited.com and will only consider complaints escalated to him following the correct process.

6.2. We encourage members to refrain from making complaints that:

- a) lack sufficient grounds and serve only to cause annoyance to our team;
- b) reflect a complaint for which a decision has already been taken and effectively communicated to the complainant.

We reserve the right to disregard the above-listed types of complaints.

7. You have no right to complain to the Ombudsman

Our Organisations and the sector within we operate are currently not covered by ombudsman schemes, which exist to investigate and resolve disputes for citizens and consumers in the United Kingdom.