



COMPLAINTS POLICY & PROCEDURE



P600 MOUNTAINEERING - COMPLAINTS POLICY

P600 Mountaineering aims to provide high quality products and services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our products and services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with **P600 Mountaineering**.

If at any time, you are not happy with the products and services P600 Mountaineering provide, please tell us so we can reach a mutually agreed resolution as soon as possible.

Raising a complaint

If you are unhappy with any of **P600 Mountaineering's** products or services, initially, please speak to the relevant staff member or ask to speak with the owner or director.

If you are unhappy with an individual within **P600 Mountaineering**, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's immediate line manager or ask to speak with the owner or director.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with the initial response or wish to raise the matter more formally, please write to the owner or director.

All written complaints will be logged, and you will receive a written acknowledgement within three working days.

Investigation

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

We aim to come to a satisfactory outcome for all parties involved in the complaint within 14 days.

Flow diagram and complaints log.

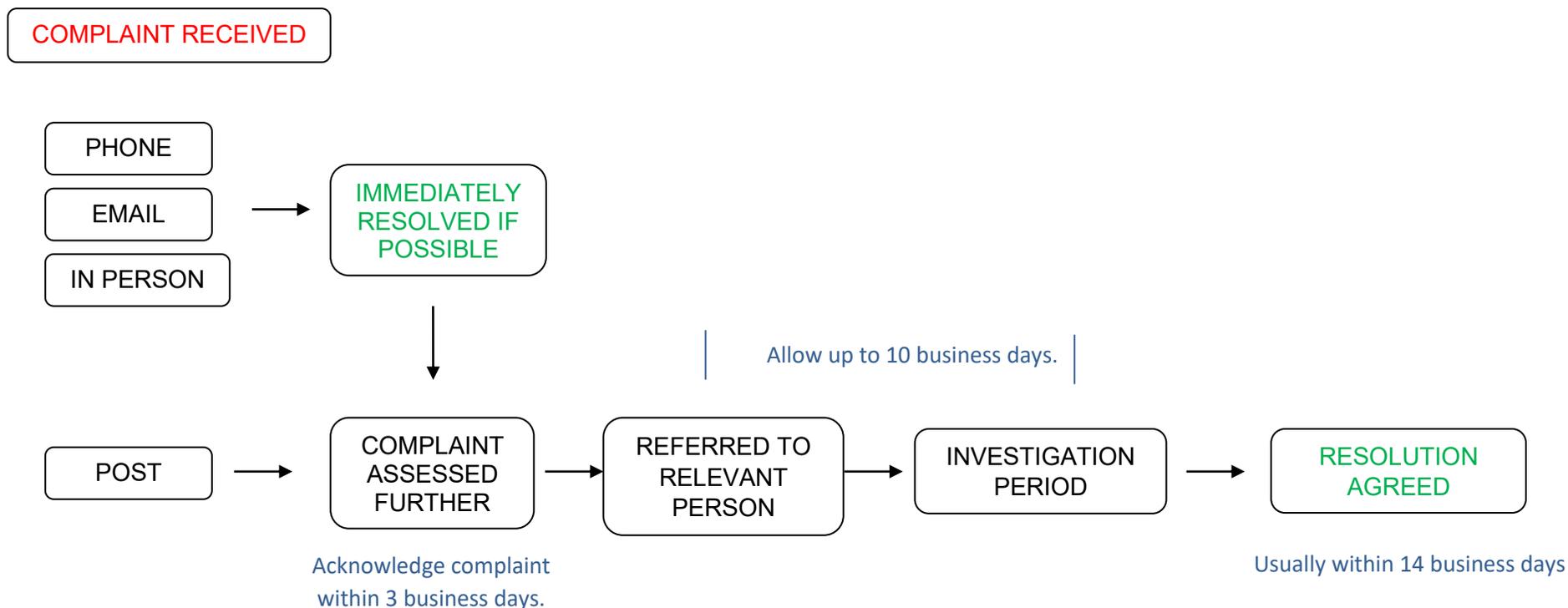
A flow diagram and sample complaint log are attached with the main complaints log held securely in the **P600 Mountaineering** Office.

Finally, please also let us know if you are happy with P600 Mountaineering's products and services, or have any other feedback, so we can continue doing what we do well for you and our other clients.



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P600 MOUNTAINEERING - COMPLAINTS PROCEDURE FLOW DIAGRAM





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P600 MOUNTAINEERING - COMPLAINTS & COMMENTS RECORD SHEET

DATE	NAME & CONTACT DETAILS	COMPLAINT / COMMENT	ACTION TAKEN	DATE ACTIONED