

# Complaints Process Policy

## **Purpose:**

Challenge Wales is committed to providing a high-quality service in all aspects of our activities and have full support of the management team and trustees. We recognise that from time to time, however, things can go wrong, and Challenge Wales recognises the need for students/participants/clients/crew to express their dissatisfaction if and when this occurs. We also believe that any failure that may occur is best dealt with at the source and so a progressive complaints process has been put in place. This seeks to ensure that any issue can be addressed in a timely manner, and can be used to help us maintain and improve our standards of provision.

## **Scope:**

This policy applies to all stakeholders, including participants, volunteers, staff, funders, partners and members of the public who may wish to raise a concern about any aspect of our work, services or conduct.

All complaints are taken seriously, equally, sensitively and treated in confidence, telling those who need to know and following any relevant data protection requirements. Challenge Wales recognises that customers, users and organisations have the right to raise complaints.

## **What to Expect:**

*Acknowledgement:* We will acknowledge your complaint and respond in writing within 5 working days of receiving it outlining any action being taken. Challenge Wales does not respond to anonymous or abusive complaints.

*Response:* You will receive a written response within 28 days of us receiving your complaints. If the investigation requires more time then we will inform you of this delay and explain why.

*Resolution:* If your complaint is upheld we will take appropriate action to address the issue and prevent it from recurring. If you remain dissatisfied then the Complaints Process (Second Step) should be followed).

*Confidentiality:* All complaints will be treated confidentially and shared only with those directly involved in investigating and resolving the issue. Safeguarding concerns will be handled in line with our Safeguarding Policy.

## **Procedure - complaints process (First Step)**

In the initial stages of any complaint, one of four routes should be taken – if firstly given verbally, the complainant needs to be put the full details in writing within 5 days.

1/ If the complaint is in connection with our sailing activities and regards one of our yachts, personnel, or our program then the complaint should be made directly to the yacht's Skipper as soon as possible after the event. This will enable the skipper to take any immediate action that may be deemed appropriate to prevent any deterioration or replication of the matter.

2/ If the complaint is in connection with any of our shore based activities, such as shore based training, then the matter should, in the first instant, be brought to the attention of the course instructor/supervisor.



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3/ If the complaint is with regards to sea staff employment, noncompliance to the Maritime Labour Convention, or any other maritime noncompliance, the matter should initially be brought to the attention of the Skipper or Line Manager. Section 2 of CWM 05 should also be consulted for further guidance. If the complaint is regarding shore-side staff employment then the complaint should be directed to their Line Manager or the Chair of Trustees.

4/ If the complaint is in connection with a booking, or part of the process, or in relation to office staff then the complaint should be made to the office or the person you have the complaint with and this will be forwarded to the Manager of the Charity. You can submit your complaint in writing via email ([reservations@challengewales.org](mailto:reservations@challengewales.org)) or post: Challenge Wales, Crown House, Windsor Road, Penarth, CF64 1JG.

With reference to point 1, 2 & 3 (above) the Skipper or Instructor are obliged under our operational procedures to record the complaint, and how it was resolved in his end of voyage/course report for further review by Challenge Wales management.

## **Complaints process (Second Step)**

In the event that the complaint is not resolved or the complaint is against either of those persons mentioned above, or is in regard to other issues, the matter should be brought to the attention of the charity's Board of Trustees within 5 working days, and in writing. The Chair will acknowledge receipt of the complaint and present the matter to the attention of the Board of Trustees for consideration and resolve. The Board's decision is final. If the complaint raised is to do with Challenge Wales RYA Training Centre and a satisfactory response has not been received then contact [training@rya.org](mailto:training@rya.org)

If, however, the complaint is by way of an allegation against the individuals' inappropriate behaviour then the complaint should be made in first instance and by any means that is appropriate to the circumstances to ensure the speedy address of the matter, to the Challenge Wales Designated Senior Person Responsible for Child Protection (DSPRC), this should be followed by a formal written complaint within 3 days of the incident. Contact details of the DSPRC are available on the Child Protection Policy displayed on board and in the Challenge Wales Office or by contacting the Challenge Wales Office. In the event of failure to resolve any sea-staff issues arising in 3 above then the complainant has the right to contact the Maritime Coastguard Agency at either the local area office or the Southampton office 02380 329549.

Challenge Wales will inform you of the outcome of the investigations and any actions taken.

## **Learning from Complaints**

We are committed to improving our services and will use complaints as a learning tool to enhance our operations.



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Reg Charity No 1111859

Registered address;  
Crown House, Windsor Road, Penarth.  
Vale of Glamorgan.  
CF64 1JG

VAT No GB 930532352

CWP 09

Rev 11

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*Vicky Williams*

Signed;  
Vicky Williams, Trustee  
17.2.2025

*H Phillips*

Helen Phillips, Chair of Board of Trustees  
17.2.2025

On behalf of the Board of Challenge Wales.

*This policy is reviewed every 12 months*

## Revision Log

Revision #	Date	Explanation of amendment	Who by
0 - 8	7.12.09	Various minor updates	Board of Trustees
9 - 10	17.2.24	Clear step processes added to policy	Vicky Williams – BDM Signed Off: Helen Phillips – Chair of Trustees
11	17.2.25	Revision Log added. Scope paragraph added. What to Expect section added for clarity	Vicky Williams – BDM Signed Off:



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