



## Complaints Procedure

At **SOEC** we endeavour at all times to deliver a professional, caring and courteous service to all our customers. All group leaders are given the opportunity and encouraged to feedback at the end of their visit on our customer feedback form.

If an occasion arises however where you feel you would like to make a more formal complaint we would encourage you to do so in writing within 14 days of the conclusion of your visit, as per our booking conditions.

### Our commitment to customers

Please be assured that we will:

- Treat your complaint seriously
- Deal with your complaint promptly and in confidence
- Learn from complaints and use them to review and improve our service

### How to make a complaint

#### Stage one

If you are dissatisfied with some aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a Manager or senior member of staff at the Centre who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

#### Stage two

If the first response is not satisfactory or cannot be resolved at the Centre, you can write to or email the Admin Team at SOEC's Head Office ([admin@soec.org.uk](mailto:admin@soec.org.uk)). Please mark your email "formal complaint". We will investigate the matter for you and you will receive a response within 10 working days from when we receive your letter or email.

#### Stage three

If the response at stage two is not satisfactory or you wish to make a complaint directly to the Chief Executive in the first instance, you can write to him at the address below. Again you will receive a response within 10 working days from when we receive your letter.

## **Stage four**

If you are still unhappy with our response you can write to the Chairman & Board of SOEC at our Head Office address.

Please note that the Chairman and Board will not normally investigate a complaint unless the internal complaints procedure has been exhausted.

## **Contact Information**

**By email** [admin@soec.org.uk](mailto:admin@soec.org.uk) inserting “formal complaint” in the subject line.

**In writing**     SOEC  
                  *Loaingdale House*  
                  *Carwood Road*  
                  *BIGGAR    ML12 6LX*

**By phone**     01899 221115

**In person**    at our Head Office in Biggar

**Scottish Outdoor Education Centres Ltd**

Registered in Scotland No: 4144940

Registered Office: Loaingdale House, Biggar ML12 6LX

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