



Complaints Policy

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Skydive Jersey Ltd - Complaints Policy

I. Purpose

The purpose of this Complaints Policy is to outline the steps to be taken by **Skydive Jersey Ltd** when handling complaints to ensure they are dealt with promptly and fairly.

II. Scope

This procedure applies to all staff, volunteers, and stakeholders of **Skydive Jersey** involved in complaint handling.

III. Definitions

- **Complaint:** An expression of dissatisfaction related to the operations, staff behaviour, program delivery, or impact of **Skydive Jersey**.
- **Complainant:** An individual or group expressing the complaint.

IV. Procedure Steps

1. Receipt of Complaint

- Formal complaints must be received in writing.
- All complaints must be documented by either a hand written letter, direct email to info@skydive.je or via the contact form on our website www.skydive.je.

2. Acknowledgment of Complaint

- Skydive Jersey should send an acknowledgement of the initial complaint within 5 working days from the receipt date.
- Acknowledgements should be sent via email, if possible, to the complainants email address.

3. Investigation of Complaint

- Gather necessary information and resources to understand the complaint.
- Interview relevant parties, ensuring confidentiality is maintained.

4. Resolution and Response

- Decide on remedy or action to resolve the complaint.
- Communicate the decision to the complainant no later than **30 days** after receipt of the complaint.

5. Documentation and Feedback

- Record the complaint and outcome in the Complaints Register.
- Review the complaint and outcome to consider making improvements to relevant **Skydive Jersey** procedures.

V. Guidelines for Escalation

If a complaint cannot be resolved at the initial level or if it pertains to serious issues such as legal or ethical misconduct, it should be escalated to an independent third party.

VI. Roles and Responsibilities

- **The Operator:** Oversee the complaints handling process and ensure it is conducted fairly.
- **Staff and Volunteers:** Responsible for receiving complaints and forwarding them to the Operator.

VII. Recording and Reporting

All complaints and their outcomes are to be recorded in the Complaints Register.

VIII. Review

This procedure is to be reviewed annually to ensure effectiveness and compliance with current laws and best practices. This review will be conducted by **the person in charge**, or a designated team member.

IX. Conclusion

In conclusion, our Complaints Policy ensures swift and fair handling of complaints, fostering transparency and client satisfaction. By following clear guidelines, we address concerns promptly, seek resolutions, and use feedback to improve. Regular review maintains effectiveness and compliance. Thank you for upholding our commitment to integrity at Skydive Jersey Ltd.

Name:	Mal Richardson
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