

WE VALUE YOUR FEEDBACK

At Whenua Iti Outdoors, we take all concerns seriously. If you have feedback, a problem, or a complaint, we want to hear from you.

Our goal is to resolve issues fairly, respectfully, and confidentially.

HOW TO MAKE A COMPLAINT

Step 1: Talk to the Person Involved

If possible, we encourage you to talk directly to the person involved in a respectful way to resolve the issue.

Step 2: Speak to a WIO Staff Member

If the problem is not resolved, or you are not comfortable addressing it directly, you can speak to your Instructor, the Safety and Operations Manager, or another Leadership Team member.

Step 3: Make a Formal Complaint

If the issue is still not resolved, you can submit a ****formal complaint in writing****. You may:

- ✓ Request a ****Complaints Form**** from us.
- ✓ Email your complaint to info@wio.org.nz.
- ✓ Call us at 03 526 7842 to discuss your concerns.

Step 4: Investigation & Resolution

- ✓ We will acknowledge your formal complaint within 10 working days.
- ✓ If an investigation is required, we will inform you of the next steps and estimated resolution time.
- ✓ You will receive a written response outlining the outcome of your complaint.


All complaints are treated confidentially, fairly, and with respect.


REPORTING SERIOUS CONCERNS


Whenua Iti Outdoors takes safety and well-being seriously.

If any staff member believes a child or young person (under 18) is at risk of harm, abuse, or neglect, they will immediately report this concern to the Leadership Team, who will notify the appropriate social services, Police, or referral agency.

CONTACT US

 Email: info@wio.org.nz

 Phone: 03 526 7842

 Address: 375 Main Road, Lower Moutere. Upper Moutere 7175.

 Website: www.wio.org.nz