

IF WE DID NOT MEET YOUR EXPECTATIONS

You may choose to make a complaint

- Whenua Iti Outdoors is committed to taking problems seriously, with respect, compassion and confidentiality. It is very important to us that if someone has an issue, we do our best to resolve it.
- Ideally, problems should be worked out between the people involved, in the most low-key way possible. However, sometimes, that isn't possible or suitable. This policy is for those times.
- Whenua Iti Outdoors will intervene where we believe safety is compromised, or misconduct/serious misconduct has been or is occurring.
- Complaints may be raised by participants or 3rd parties such as parents, caregivers or guardians or participants.
- Where Whenua Iti Outdoors staff believe that a child or young person (aged under 17) has been, or is likely to be, harmed (physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived, they will notify the Management Team who will ensure that the relevant social service agency, police, or referral agency are notified.

THE PROCESS

- If there is a problem for you at Whenua Iti Outdoors, you should try to resolve the problem directly with the person(s) involved.
- If this does not work or is not possible, you can speak to your Instructor or the General Manager about the problem.
- If you still feel that the issue has not been resolved, you are invited to make a formal complaint in writing. We will provide you with a form that allows you to record your issues and the context of the complaint.
- We will reply to your complaint in writing within 10 days of a formal written complaint being received. This reply will outline if the complaint requires an investigation and the likely further time needed.
- Resolution of a complaint will be given in writing.