

Noukhada Adventure Company Feedback Policy



At Noukhada Adventure Company (“NAC”) we view compliments and complaints as part of feedback and an opportunity to learn and improve for the future, as well as a chance to put things right for the customer or staff member that has made the feedback. With today’s internet and Social Media, feedback can be immediate and unsubstantiated and extra care must be taken in responding to feedback either positive or negative.

Our policy is:

- To provide a feedback procedure which is clear and easy to use
- To publicise the existence of our feedback procedure so that people know how to contact us
- To make sure everyone knows what to do if feedback is received
- To make sure that feedback, wherever necessary, is resolved
- To gather information which helps us to improve what we do

Definition of a compliment or complaint

A compliment/complaint is any expression of satisfaction/ dissatisfaction, whether justified or not, about any aspect of NAC.

Ways to lodge feedback

Feedback can be received in two ways:

- Option 1. verbally, by phone, by email or in writing; or
- Option 2. on a growing number of internet based systems.

Feedback information via:

- Option 1 will be given priority and handled sensitively, telling only those who need to know and following any relevant data protection requirements; or
- Option 2 will be handled sensitively, but NAC cannot take any responsibility for data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the CEO NAC.