



Big Green Adventures Ltd

Complaints Procedure

At Big Green Adventures Ltd (BGA), we take all complaints seriously and are committed to resolving them quickly and fairly.

How to Make a Complaint

If you have a complaint about BGA or any of our staff, please contact us as soon as possible:

- **In person:** Speak to a member of BGA management.
- **By phone:** 01637 479279
- **By email:** info@biggreenadventures.co.uk

We ask that you follow up your complaint in **writing within 7 days** of the incident. This helps us investigate and respond effectively.

How We Handle Complaints

- All complaints are treated confidentially. We will only share details if required by law or instructed by a relevant authority.
- BGA management will investigate your complaint promptly and take any necessary action to resolve it.
- We aim to provide a **written response within 14 days** of receiving your complaint. If the complaint requires more time, we will keep you updated.
- Our goal is always to ensure you are satisfied with both our service and our response.

Our Commitment

- BGA prides itself on high-quality customer service.
- We have a zero-tolerance policy on discrimination of any kind. Any complaint relating to discrimination is treated with the highest priority.

We welcome your feedback and thank you for helping us maintain excellent service.