



COMPLAINTS POLICY 2025-26

**Quay Climbing Centre
Clip 'n Climb Exeter
Boulder Exe**

Designated Safeguarding Officer: Jennifer Thomas

Management Safeguarding Lead: Gavin Atkins

Director Responsible for Safeguarding: Alison Smith

VERSION 2.1 – 12 November 2025



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COMPLAINTS POLICY

Policy Scope

This policy applies to:

- Customers and visitors to any of our climbing centres
- Parents/carers with responsibility for a child who participates in our activities
- Groups, clubs or organisations using our venues
- Contractors or partners working on site

Complaints may relate to

- any aspect of our facilities, activities, staff conduct, customer service, or the way policies have been applied.
- Activities delivered at our centres (Boulder Exe, Quay Climbing/Clip 'n Climb Exeter) or delivered by our employees at external venues (e.g. outdoor climbing, participation in training events or competitions at other venues)

Associated Policies

This policy operates with reference to the Safeguarding Policy, Anti Bullying Policy, Online Safety/Social Media Policy and Filming and Photography Policy.

Company Addresses/Locations

Company Registered Address:

Quay Climbing Centre Ltd, Haven Road, Exeter, EX2 8AX

Company Locations/Centres:

Quay Climbing Centre – Haven Road, Exeter, EX2 8AX

Clip 'n Climb Exeter – Haven Road, Exeter, EX2 8AX

Boulder Exe – Tudor Street, Exeter, EX4 3BR

Monitoring

This policy will be reviewed every two years, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by regulatory or governing bodies (such as the BMC or ABC)

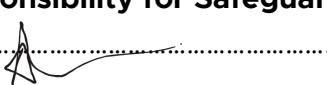
This policy was last reviewed on 11 / 14 / 2025 [Date]

Managing Director:

Signed 

Damian Johnson

Director with Responsibility for Safeguarding:

Signed 

Alison Smith

AIMS OF THE POLICY

We are committed to providing a positive, safe, and enjoyable experience for everyone who visits our climbing centres or takes part in activities delivered by our employees. We recognise that sometimes things can go wrong. When they do, we want to know about it so we can put things right and learn from the experience. This policy explains how to raise a complaint and how we will deal with it.



Our Commitment

We will be open and transparent about how we manage complaints and will:

- Treat all complaints seriously and fairly.
- Deal with complaints politely, viewing them as constructive criticism
- Aim to resolve issues quickly and informally wherever possible.
- Provide a fair and rigorous process for complaints
- Keep information confidential and only share it with those who need to know.
- Use complaints as an opportunity to review and improve what we do.

We may, however, decline to deal with complaints received that are considered to be malicious, vexatious or considered to be a repetition of a previous complaint.

Confidentiality and Data Protection

All personal information provided in relation to a complaint will be handled in accordance with UK GDPR and our Privacy Policy.

HOW TO MAKE A COMPLAINT

We encourage complaints to be raised as soon as possible after the issue occurs. There are several ways to do this:

Stage 1 – Informal Resolution

If something goes wrong during your visit, please speak to the Duty Manager. Most issues can be resolved quickly and informally on the spot. If you do not know who to speak to, please ask any member of the team for guidance.

Stage 2 – Formal Complaint

If you are not satisfied with the outcome or prefer to make a formal complaint:

- Email the Centre Director: gavin@quayclimbingcentre.co.uk or write to Gavin c/o Quay Climbing, Haven Road, Exeter, EX2 8AX
- Include as much detail as possible, including dates, times, and any names of employees involved.

Please use these contact details for all complaints, regardless of which activity or facility you have visited. We will acknowledge your complaint within **5 working days** and aim to provide a full response within **15 working days**. If we need more time, we will let you know.

Stage 3 – Escalation

If you are unhappy with the response you receive, you can request that your complaint be reviewed by a Director of the Company. They will review the handling of your complaint and respond within **15 working days**.

Our **Whistleblowing Policy** (contained within our Safeguarding Policy) provides further information about what to do if you wish to make a Protected Disclosure.

Complaints About Safety or Serious Misconduct

If your concern relates to:

- The safety or safeguarding of a child or adult at risk
- A serious health and safety issue
- Misconduct or behaviour of a staff member

Please raise this immediately with the Duty Manager. They will escalate to our safeguarding team who will deal with the matter urgently and in line with our Safeguarding Policy and Procedures.

- Designated Safeguarding Officer:
 - Jennifer Thomas e. jen@quayclimbingcentre.co.uk
- Management Lead for Safeguarding/Deputy Designated Safeguarding Officer:
 - Gavin Atkins e. gavin@quayclimbingcentre.co.uk

Title	2025 11 Complaints Policy
File name	12193acb-9ba9-43d...43-1661939477.pdf
Document ID	b48f2733e02f741037668970f19705ed5f9d1591
Audit trail date format	MM / DD / YYYY
Status	● Signed

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 VIEWED	11 / 14 / 2025 07:51:47 UTC	Viewed by Damian Johnson (damian@quayclimbingcentre.co.uk) IP: 104.28.86.115
 SIGNED	11 / 14 / 2025 07:52:09 UTC	Signed by Damian Johnson (damian@quayclimbingcentre.co.uk) IP: 104.28.86.115
 VIEWED	11 / 14 / 2025 07:55:36 UTC	Viewed by Alison Smith (alison@quayclimbingcentre.co.uk) IP: 145.224.65.216
 SIGNED	11 / 14 / 2025 07:55:58 UTC	Signed by Alison Smith (alison@quayclimbingcentre.co.uk) IP: 145.224.65.216
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