

VENTURE FORCE CUSTOMER COMPLAINTS PROCEDURE

Venture Force aims to provide high quality expeditions, both overseas and within the UK, for young people and adults. We strive for a level of excellence which gives the schools, organisations, teams, and individuals we work with, a first-class experience. Our expeditions are focused on personal development, and we endeavour to give each participant, every opportunity to get the most from their expedition.

The nature of expeditions and international travel means that things won't always go according to plan. We have strategies and procedures in place to mitigate disruption to your expedition. The unexpected can often be an interesting learning experience and, where possible, our leaders will use the situation to the group's advantage.

We strive to maintain and improve on our high standards, and so continuously review our procedures and service. We therefore welcome all feedback to assist us in the process. Should you feel dissatisfied with any aspect of the expedition experience or the service you have received from Venture Force, then this document details how to make a complaint and our procedure for handling complaints.

MAKING A VERBAL COMPLAINT – (at the time)

If you are not happy with Venture Force, please tell us.

Where a complaint stems from a Venture Force expedition or activity that you are involved in at the time, it would be ideal if it could be rectified to your satisfaction there and then. Please bring the issue to the attention of the Venture Force Leader or Instructor immediately. If their response and action does not deal properly with your issue, then please take it further and we will do our utmost to quickly resolve the issue.

MAKING A COMPLAINT – (after the activity or expedition)

Where an issue causing dissatisfaction arises prior to, or after the expedition or activity, we ask that you speak to us in the first instance. We will do our utmost to quickly resolve the issue.

Please contact us via the following:

Office telephone: 01664 490453

Office Email: admin@ventureforce.co.uk

If you wish to speak confidentially to one of our directors about your complaint, then please contact the office on the number above and we will arrange for one of our directors to call you back. Our directors are Tom Tuckwood and Graham McDonald.

MAKING A WRITTEN COMPLAINT

If you are not satisfied with our response to your verbal communication or wish to raise the matter formally, please write to our directors via admin@ventureforce.co.uk or the following address:

Venture Force Ltd
Pera Business Park, Nottingham Road,
Melton Mowbray,
Leicestershire,
LE13 OPB

VENTURE FORCE LIMITED

Registered Business Address: Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire, LE13 OPB

Reviewed 10 February 2026

INITIAL ENQUIRY

Please include your full name and address, the expedition concerned (if appropriate), the nature of your complaint and how you wish the matter to be resolved.

All complaints are logged, and you will receive a written acknowledgement within three working days of receipt. We will then investigate your complaint and respond within ten working days. If it is not possible to finalise a response within ten working days, then we will send you an interim response outlining the action taken to date or being considered.

We request that all formal complaints are made within three weeks of the return of the expedition date, or of the incident in question to allow us to investigate more easily. Complaints received within six months of the expedition return date or incident date, will be responded to, and investigated within the timeframe stated above. In exceptional circumstances we may be able to accept a complaint after the six-month deadline and you should include a statement as to why you feel the time limit should not apply in your circumstances, as part of your written complaint.

Complaints about how Venture Force handles personal data (data protection complaints) can be made through the same channels and will be managed under this procedure, alongside our Data Protection Policy.

EXPEDITION FEEDBACK QUESTIONNAIRES

We issue online feedback questionnaires to all participants after an expedition within seven days of the final day of the expedition. If you wish to raise an issue relating to an expedition, then you can do so via this questionnaire. You can choose to leave your feedback as anonymous but if you do wish to receive a response from us, then please state this in the questionnaire and include your full name and contact details on the questionnaire. You will receive an acknowledgement and response in line with the written complaint procedure detailed above.

OUTCOME

If after we have fully investigated, you are still dissatisfied with our response then, depending on the nature of your complaint, you can contact the following for advice.

Citizens Advice <https://www.citizensadvice.org.uk/>

Tel: 0800 144 8848

Adventure Activities Licensing Authority (AALA) - <https://www.hse.gov.uk/aala/>

Tel: 0300 790 6787

INDEPENDENT DISPUTE SERVICE

We are members of the Expedition Providers Association who provide an independent dispute resolution service via Dispute Settlement Service Ltd. If you feel that you would like your complaint to be dealt with by the dispute service, then please read the conditions via the link below and contact us to discuss the process.

Dispute Settlement Service Ltd - <https://www.expeditionprovidersassociation.co.uk/resolution-service>