



## Feedback

Customer feedback must be sent in writing by email to [info@omegaoutdooradventure.co.uk](mailto:info@omegaoutdooradventure.co.uk). All feedback should be sent as soon as possible to allow us time to make any relevant changes and/or investigate.

We will fully investigate any complaints and keep a written record of these complaints for 3 years – our records will include the outcome of the investigation and any actions taken in response.

We will respond to the customer who made the complaint and tell them about the complaint outcome within 28 days of the complaint date, this communication will be sent via email, to the email address via the received feedback.

We will provide Ofsted with a summary of complaints received during the last 12 months and the actions we took as a result, or a list of complaints received during the last 3 years, if either are requested.