

## Complaints procedure

The Geographical Association (GA) welcomes feedback on all of our activities. We recognise that feedback may not always be positive and the information below outlines the procedure to follow in making a complaint.

### Making a complaint

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Written complaints may be sent to the GA at 160 Solly Street, Sheffield, S1 4BF or by email to [info@geography.org.uk](mailto:info@geography.org.uk).

Verbal complaints may be made by phone to 0114 296 0088, in person to any member of GA staff or trustee at the above address or at any of our events or CPD courses.

### Complaints procedure

We aim to:

- make sure everyone at the GA knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- acknowledge your complaint within 10 working days
- make sure that complaints are resolved wherever possible, and ensure that relationships are repaired
- collect information which helps us to improve what we do.

### Confidentiality

All complaint information will be handled sensitively, informing only those who need to know and will follow any relevant data protection requirements.