

RAISING CONCERNS WITH OUR SERVICE

While we always try to get it right, sometimes this is not the case. So, if you have questions or a complaint about the service you have received you can contact us. We will look into your concerns and get back to you.

What do I do if I have a question?

If you have a query about any aspect of our service, you can contact us on the details below and we will discuss this with you.

If I have a complaint, what should I do first?

As a first step, contact the staff member you have been dealing with and explain your concerns. That staff member will try to resolve the matter straight away. If they can't, they may refer your concerns to our complaints team to consider. You can also contact our complaints team yourself.

How do I send a complaint?

So we can better resolve the issue, please use our Question & Complaints Form to provide a short, clear description of the reasons for your complaint together with any relevant supporting documents. You can contact us with the details of your complaint via post or email, or call our complaints team to discuss your concerns.

CONTACT: By post: Adventure Southland Ltd,
PO Box 5134,
Invercargill 9843
By email: admin@adventuresouthland.co.nz
By phone: (03) 235 7191

What happens next?

If you have sent us a complaint, we will acknowledge receipt of your complaint and let you when we expect to have resolved the complaint. We will investigate your complaint and contact you if we need further information, and/or to work through the issue.

You should expect a response from us within 1 - 3 weeks. If we need to take longer because, for example, we need to get additional information or it is a detailed matter, we will let you know.

What should I do if I am not satisfied with the outcome of the complaint?

If you are unsatisfied with the process or treatment of this complaint you are welcome to make any concerns known to our General Manager:

CONTACT: By post: General Manager
c/o Adventure Southland Ltd,
PO Box 5134,
Invercargill 9843
By email: info@adventuresouthland.co.nz
By phone: (03) 235 7191

You also have the right to raise your concerns with the Ombudsman:

CONTACT: By freephone: 0800 802 602
By online: www.ombudsman.parliament.nz
By email: info@ombudsman.parliament.nz
By post: Office of the Ombudsman
PO Box 10152
Wellington 6143

The Ombudsman can consider complaints about the administrative acts and decisions of state sector agencies. The Ombudsman will ask you if you have first tried to resolve the matter with us directly, and will also consider whether you have any other remedy available. The Ombudsman may look into your complaint and make a recommendation to us regarding the concern you have raised.



COMPLAINANT DETAILS

Full Name

Organisation

Role

Email Address

Phone Number

Address

GENERAL INFORMATION

Date of Incident

Group/Organisation

Activity

Staff Involved

Participants Involved

Other Witnesses

QUESTION OR COMPLAINT

What would you like to know, or what do we need to know?

How did this affect you, or someone else?

How significant is the concern (danger, damage, harm, potential outcomes)?

What actions do you feel need to be taken?

What can we do for you to best resolve this?