



NCC COMPLAINTS POLICY AND PROCEDURES

Version 2 February 2026

1. Purpose

The National Coasteering Charter (NCC) is committed to upholding high standards of safety, environmental responsibility, and professional conduct within coasteering. This policy outlines how complaints can be raised, investigated, and resolved in a fair and transparent manner.

2. Scope

This procedure applies to complaints about NCC Member Organisations, individual Coasteering Guides, Award or Training Providers delivering the Coasteering Guide Award, and any concerns relating to conduct, safety, environmental impact, or governance within the NCC's remit. It does not replace formal regulatory or legal complaint routes.

Examples of complaints within scope include:

- A concern that an NCC Member Organisation failed to follow NCC's 'Safety Advice for Coasteering Providers' during a coasteering session, resulting in unsafe practice or avoidable risk to participants.
- A complaint that an NCC-accredited Training Provider did not deliver assessment or training in accordance with the published Coasteering Guide Award Syllabus.

3. Principles

The NCC will ensure complaints are handled promptly, fairly, and confidentially; that all parties are treated with respect and impartiality; and that lessons learned contribute to ongoing improvements.

4. How to Make a Complaint

Step 1:

- Initial Contact – Complainants should contact the NCC Chair via chair@nationalcoasteeringcharter.org.uk
- Or Via the Vice Chair if the complaint is in relation to the Chair and/or a company associated with the Chair- vicechair@nationalcoasteeringcharter.org.uk

The recipient will acknowledge the concern within 14 days and provide a link to the NCC Complaints form for formal submission.



Step 2:

- Formal Submission – The form will collect complainant details, details of the organisation/guide/provider involved, a description of the issue, supporting evidence, and desired outcomes.

5. Complaint Handling Process

The process includes acknowledgement, initial review, investigation, outcome notification, and potential appeal.

- Acknowledgement: All complaints will be acknowledged in writing within 14 days of receipt.
- Initial Review: An initial review to determine whether the complaint falls within the NCC's remit will be completed within 14 days of acknowledgement. The complainant will be informed if the matter is outside scope.
- Investigation: Where a complaint proceeds, it will be referred to a Complaints Panel (minimum of 3 impartial members). The investigation will normally be completed within 30 days of the initial review. If the matter is complex and requires additional time, all parties will be notified with reasons and a revised timeframe.
- Outcome Notification: The written outcome, including any actions or recommendations, will be issued within 7 days of the Panel reaching its decision.
- Appeal: Any appeal must be submitted in writing within 14 days of the outcome notification. Appeals will normally be concluded within 14 days of receipt.

Investigations will be managed by a Complaints Panel, led by the Chair or Vice Chair and composed of no less than 2 other members of the committee, with minimal previous interaction with the individuals or organisations involved with the complaint, within the above timescales to ensure fairness, transparency, and procedural consistency.

Outcomes may include no action, mediation, training recommendations, written warnings, suspension or removal from membership, or referral to the relevant authority.



7. Confidentiality and Data Protection

All information is handled in line with GDPR and NCC's Privacy Policy. Only appointed members of the complaints panel will access complaint information.

8. Learning and Review

The NCC will annually review anonymised complaint data to identify trends, improve standards, and ensure the process remains fair and effective.

9. Related Policies and Documents

- NCC Code of Conduct
- NCC Member Charter
- NCC Constitution

10. Contact the National Coasteering Charter

Website: www.nationalcoasteeringcharter.org.uk

Chair: chair@nationalcoasteeringcharter.org.uk

General Info: info@nationalcoasteeringcharter.org.uk