



Complaints Procedure

Introduction

This policy is designed for customers who have enrolled on any Lesson/tour/rental with Mayo Adventure Experience. It details the procedure to follow when making a complaint.

Mayo Adventure Experience values customers feedback and would like to be made aware of instances where our level of service has not met expectations.

All complaints will be taken seriously and dealt with in strict confidence until a resolution has been concluded. Customers will not be disadvantaged by making a complaint.

Procedure for Complaints

- The complaint should be submitted to the Jarlath McHale in writing with supporting evidence where possible.
- Written correspondence can be sent through email to Jarlath McHale or a letter addressed to: Mayo Adventure Experience, Mount Gordon, Westport Road, Castlebar Co. Mayo.
- The complaint shall be reviewed initially by A confirmation email will be sent within 14 days to confirm that the complaint has been received; we then aim to fully respond to all complaints within 28 days.

Review arrangements

Mayo Adventure Experience will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

- If you would like to feedback any views, please contact us via the details provided - mayoadventureexperience@gmail.com or 087 16 16 363