

Raleigh International Compliments & Complaints Guidance

We highly value all feedback and are committed to taking it seriously. We strive to assess all comments and concerns objectively and will seek external advice when necessary to ensure a thorough evaluation.

Who can raise a complaint?

We value feedback from all stakeholders involved in the Expedition process including Venturers, Venturer Managers, parents, and partner organisations.

How do I raise a complaint?

As per our Terms and Conditions all travelers are initially expected to verbally inform local staff of a complaint immediately. Alongside the support of Head Office staff, local staff will aim to resolve the complaint as soon as reasonably possible.

If you remain dissatisfied, please submit your complaint via email to the Raleigh International team via complaints@raleighinternational.org within 28 days of returning home from Expedition.

This inbox is monitored by Senior Management only.

What should I include in my complaint?

Please provide a clear description of your issue, including as much detail as possible such as names, times and dates of the incident, as well as any supporting documentation. The more information you provide, the better we can assist you.

How long will it take to receive a response to my complaint?

We aim to acknowledge receipt of all complaints within 3 business days.

We take all complaints seriously and will investigate them thoroughly. Therefore, depending on the nature and severity of the complaint, it can take up to 28 days for us to respond to your complaint fully.

We will endeavour to keep you informed of the progress throughout the process.

How is a complaint resolved?

Once your complaint is received, it will be reviewed by the Expedition Experience Team.

We will escalate to relevant staff members depending on the nature and severity of the complaint, including other senior management and in-country staff where required.

We will take the following steps with all complaints:

- Receipt and acknowledgment of the complaint
- Information gathering and investigation
- Assessment considering policies and T&Cs
- Determination of outcome
- Communication of decision
- Continuous improvement

How do I withdraw my complaint?

You are welcome to withdraw your complaint at any time during the process. Please email complaints@raleighinternational.org with a request to withdraw.

We will continue to value your feedback and implement any improvements during the complaints process.

Can I appeal against the decision?

Yes, if you are not satisfied with the resolution, you can request an appeal. Your complaint will be escalated to a senior manager for further review.

Please submit your appeal via complaints@raleighinternational.org.

Your appeal will be acknowledged within 3 working days and responded to within 14 days.

What if I need urgent assistance?

If your complaint is urgent, please indicate this when filing your complaint by stating this in the subject line. We will prioritise urgent issues and aim to address them as quickly as possible.

Will my complaint be confidential?

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Yes, all complaints are handled with strict confidentiality. Your personal information will be protected in accordance with our privacy policy.

Details of the complaint will only be shared with relevant staff members within Raleigh International as required depending on the nature of the complaint.