



Big Green Adventures Ltd

Complaints Procedure

Any complaints concerning Big Green Adventures Ltd (BGA), or any of it's staff, should be reported to BGA management either in person, by telephone on 01637 479279 or by email to info@biggreensurfschool.com at the earliest possible opportunity and followed up in writing within 7 days of the incident.

BGA management vows to act swiftly and accordingly to any and all complaints. All details will be kept completely confidential unless BGA is otherwise instructed by a relevant authority.

At BGA we pride ourselves on the level of customer service provided to all of our customers and will ALWAYS endeavour to ensure you are satisfied with the service/product that you receive. We will strive to ensure that you are satisfied with the response to your complaint and issue a written reply in a timely manner.

Big Green Surf School has a zero tolerance policy on discrimination of any kind and takes any complaint incredibly seriously.