



Feedback Policy

Walking on Air aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you.

If you are not happy with Walking on Air in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do:

First, speak to the volunteer providing the service you wish to comment on. The people closest to the situation can often deal with most problems quickly.

If you are unhappy with the response or you feel unable to approach volunteers directly then email us at:

feedback@walkingonair.org.uk

or write to us at:

Walking on Air
Scottish Gliding Centre
Portmoak Airfield
Scotlandwell
KINROSS
KY13 9JJ

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 5 working days. We will tell you who is dealing with it and how long the investigation will take. We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us. We will handle all comments and complaints sensitively. Walking on Air will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to Walking on Air using the above contact methods. This may be escalated to the Chair who will look at the situation and decide if further action is needed.

Overall responsibility for this policy and its implementation lies with the board of trustees of Walking on Air, however it may be necessary to liaise with partner organisations such as the Scottish Gliding Union and any relevant third party for the purpose of investigating your complaint.

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1.0	First version	Walking on Air	20/02/2026