



FREEPACKERS TRAVELS, SLU

Company Registration (CIF): B67144766

TEL : 01 80 20 82 47

World Trade Center Edificio Sur, Planta 2,

Muelle de Barcelona,

Barcelona 08039

Complaints Resolution Procedure

This procedure covers complaints and concerns relating to Freepackers Travels SLU. It is open to participants, volunteers, interns, team members, partners, suppliers, local organisations and members of host communities affected by our activities. Freepackers accepts complaints concerning its services, accommodation, project activities, health and safety, discriminatory behaviour, human rights and environmental impacts, including:

- Accommodation conditions
- Project conditions or assigned tasks
- Health and safety concerns
- Communication issues with local coordinators
- Behaviour or misconduct involving other volunteers or staff
- Any situation that significantly differs from the project description or negatively impacts the volunteer's experience.

Concerns outside Freepackers' responsibility are assessed on a case-by-case basis. The complainant is informed of the outcome and any appropriate referral. Using this procedure does not limit the right to contact the competent authorities. In immediate danger, first contact local emergency services and the on-site assistance contact.

Complaint contacts

Complaints are addressed to Anaëlle Audebaud, Project Coordinator and a Realstep employee, at info@freepackers.com. She is also the contact for review requests. She coordinates receipt, assessment, communications and follow-up for complaints concerning Freepackers Travels SLU.

If a complaint concerns Anaëlle directly, challenges a decision she made herself or involves a conflict of interest, contact Nicolas Blanc, Partnerships Manager, at nicolas@freepackers.com. A person directly implicated in a complaint must not review their own conduct or decision.



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Complaint Resolution Process

Step 1 Complaint received

To submit a complaint, email info@freepackers.com, for the attention of Anaëlle Audebaud, with the subject "Grievance". Describe the facts, location, dates and people concerned, and attach any relevant evidence. Provide a reply address so that we can keep you informed. A Freepackers advisor can assist with submitting a complaint; complaints received through an advisor or WhatsApp are recorded and directed to the responsible contact.

We acknowledge receipt within a maximum of 1 working day of receiving the complaint. The acknowledgement confirms receipt and explains the next steps.

Step 2 Initial assessment

The responsible contact schedules a phone call or video meeting with the complainant, where appropriate, to:

- Understand the situation in detail.
- Clarify the facts.
- Collect any supporting information or evidence.
- Take written notes of the discussion.

Step 3 Internal investigation

Following the initial discussion, Freepackers contacts the relevant local stakeholders, including where appropriate:

- Local project coordinators.
- Accommodation managers.
- Host organizations.

Their feedback is collected to better understand the situation and corroborate the information received.



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Step 4 Resolution

In most cases, a mutually acceptable solution is identified through dialogue with all parties.

Possible outcomes may include:

- Clarification of misunderstandings.
- Improvement of local conditions.
- Mediation between parties.
- Change of accommodation or project when appropriate.
- Other reasonable corrective actions adapted to the situation.

Whenever possible, complaints are resolved within 5 working days after receiving all relevant information. This timeframe starts once the information needed to assess the complaint has been received. Complex cases may require additional time. In that case, we explain any additional information needed, interim measures and the expected timeframe for the final response, and provide regular progress updates and notice of any change to that timeframe.

Step 5 Escalation and review

If the complainant's account and the local team's account differ significantly, Freepackers may organise a joint telephone or video conference involving relevant parties, taking confidentiality and safety into account.

The objective is to clarify the facts, allow each party to express their perspective and reach a fair and balanced resolution. If the complainant disagrees with the response, they may request a review by emailing info@freepackers.com, for the attention of Anaëlle Audebaud, Project Coordinator, with the subject "Review request - Grievance". If Anaëlle made the disputed decision herself, is directly concerned by the complaint or has a conflict of interest, the review is assigned to Nicolas Blanc, Partnerships Manager, at nicolas@freepackers.com.



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Step 6 Closure

The final response is communicated in writing. The complainant receives a summary of:

- The checks and investigation carried out.
- The actions taken.
- The resolution proposed or agreed.
- Any follow-up actions, if applicable.

The complaint is then archived internally for quality monitoring purposes.

Timeframes

Stage	Target timeframe
Acknowledgement	Within 1 working day of receiving the complaint
Initial discussion	Target of 2 working days after receipt
Investigation	Target of 1 working day following the initial discussion
Resolution	Whenever possible, within 5 working days after receiving all relevant information

The acknowledgement deadline runs from receipt of the complaint. The resolution timeframe runs from receipt of all relevant information. Initial discussion and investigation timeframes in the table are operational targets. Complex cases may require additional time; the complainant receives regular updates and the expected final-response timeframe.



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Protection Against Retaliation

Freepackers prohibits retaliation against anyone who raises a concern in good faith.

The following safeguards apply:

- Complaints are handled confidentially. Information is shared only to the extent necessary to assess and resolve the complaint.
- Information is shared only with individuals directly involved in resolving the issue.
- People who raise concerns in good faith are protected against penalties, discrimination, intimidation, harassment and retaliation.
- Local partners are expected to cooperate professionally throughout the investigation.
- Any indication of intimidation, harassment or retaliation is treated as a serious concern and may lead to further review of the partnership. Report retaliation through the same complaint channel or directly to the review contact; use Nicolas Blanc as the alternative contact when Anaëlle is implicated or has a conflict of interest.

Communication During the Process

The complainant receives updates throughout the complaint process, including:

- Confirmation that the complaint has been received.
- Notification when the investigation begins.
- Updates if additional information is required.
- Progress updates if the investigation takes longer than expected.
- Written confirmation of the final resolution.

Communication is generally provided by email. WhatsApp or phone and video meetings may support the discussion; important decisions, the final response and follow-up are recorded in writing.



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Record Keeping

For each complaint, Freepackers maintains internal records including:

- Date the complaint was received.
- Summary of the issue.
- Notes from meetings or calls.
- Communications with local partners.
- Actions taken.
- Final resolution.
- The closing date.

These records are retained internally for quality improvement and certification purposes, with access limited to the people who need the information to assess or resolve the complaint.

Individual complaint records and personal information about the people involved in a case are not disclosed in the public procedure.

Acknowledgement email

Subject: Acknowledgement of your complaint - [case reference]

Hello [name],

We acknowledge receipt of your complaint received on [date]. Your contact is Anaëlle Audebaud, Project Coordinator, at info@freepackers.com. We are reviewing the information provided and will contact you if further details or a discussion are needed.

Whenever possible, complaints are resolved within 5 working days after receiving all relevant information. If the case is complex and needs more time, we will explain the expected timeframe and keep you informed of progress.

If your complaint concerns Anaëlle, challenges her own decision or involves a conflict of interest, please contact Nicolas Blanc, Partnerships Manager, at nicolas@freepackers.com. Your complaint is handled confidentially and good-faith reporting is protected against retaliation.

Kind regards,
Freepackers team



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Acknowledgement WhatsApp

Hello [name], we acknowledge receipt of your complaint received on [date]. Anaëlle Audebaud is your contact at info@freepackers.com. Whenever possible, we resolve complaints within 5 working days after receiving all relevant information. We will let you know if further details or extra time are needed and keep you informed of progress. If your complaint concerns Anaëlle or her own decision, or involves a conflict of interest, contact Nicolas Blanc at nicolas@freepackers.com. Freepackers team.

Public access and document review

After approval, this procedure is made available for download from the Freepackers website page "Réclamations et signalements". The website text and downloadable procedure must remain consistent, including the contacts, review arrangements and timeframes. Changes to responsibilities or the process require the document and website to be reviewed and updated together.

Approval and signature

I approve this procedure for Freepackers Travels SLU, including the operational responsibilities assigned to Anaëlle Audebaud and the alternative contact and review role assigned to Nicolas Blanc. This version takes effect on the date indicated below.

Name: Justine Trembicki

Role: Director and owner of Freepackers Travels SLU

Approval date: 7-10-2026

Effective date: 7-10-2026

Signature:

A handwritten signature in black ink that reads "Justine Trembicki". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.