



# Complaints Policy

Written by Thomas Donald, 4th February 2025

## Objectives of Policy

Cycle With Tom will monitor, record, take seriously and deal promptly with any complaints received, and ensure that prompt action is taken to satisfy the complaint wherever possible. If necessary Cycle With Tom will improve internal operations to rectify any weaknesses highlighted by the complaint

A complainant should not be regarded as a nuisance: they are behaving correctly in voicing their concerns. It is Cycle With Tom's role to take the complaint seriously, to pay close attention to the matter they raised and to issue an appropriate response.

This policy complies with the requirements on Bikeability Training providers as set out by the Bikeability Trust in the 'Bikeability Trust training provider application guide V02' of November 2022.

## Procedures for people to make complaints

### Informally

- Raise issue with instructor or grant provider directly, complainant satisfied that issues resolved or lessons learnt
- Instructor feeds back to Cycle With Tom
- Investigate complaint, decide if any policy change, opportunity for learning or other changes required

### Formally

- Complaints can be received verbally or in writing via email
- For verbal complaints, these will be recorded in an Situation, Background, Action, Request (SBAR) manor
- Verbal Complaints will be acknowledged immediately, written complaints will be acknowledged within 14 days
- Investigation will take place into the complaint and a written outcome will be provided to the complainant. We will complete this within 28 days of the complaint being received, but in exceptional circumstances, investigation may take longer, the complainant will be updated if it is likely to take more than 28 days. This will include an action plan for Cycle With Tom moving forward.
- Cycle With Tom will provide report of complaint to Bikeability Trust.

If complainant satisfied the complaint is resolved, then no further action required aside from any learning from the investigation.

If complainant not satisfied, then complainant will be directed to the grant provider, third party organisation or the Bikeability Trust

## Responsibility of Instructors

- Record all complaints in writing as soon as possible
- Report all complaints to Cycle With Tom

## Responsibilities of Cycle With Tom

- All staff and instructors to be shown the policy and how to access it.
- Inform staff when policy is updated or changed
- Monitor policy use and complaints procedure



- Review policy annually
- Record and Investigate all complaints
- Meet and discuss complaints with instructors, taking disciplinary action where required
- Implement any changes that come out of investigations into complaints
- Inform and assist Bikeability Trust with any formal complaints made against Cycle With Tom

**SBAR Complaint Form:**

| Date of Complaint:               | Location: | Person making complaint: |
|----------------------------------|-----------|--------------------------|
|                                  |           |                          |
| Situation (what happened)        |           |                          |
| Background (Context of incident) |           |                          |
| Actions (taken at time)          |           |                          |
| Request (by complainant)         |           |                          |