



Bikeability Complaints Policy

Bikeability provider name: Amber Valley School Sport Partnership (AVSSP)

Bikeability provider ID: 113033

Reviewed by: Mark Ozenbrook (Charity Lead)

1. General statement

AVSSP 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 AVSSP 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 AVSSP's role is to take the complaint seriously, to pay close attention to the matter they raise, and to issue an appropriate response.

2. Responsibilities

AVSSP will make sure that all employees are aware of this policy and communicate its contents at regular intervals. They will also commit to reviewing this policy annually.

Instructors

It is the instructor's responsibility to:

- record complaints made during or after the session either by a rider, parent or school.
- report all complaints centrally to the Bikeability provider manager
- comply with internal disciplinary rules and procedures

Bikeability provider manager

It is the Bikeability provider's responsibility to:

- record all complaints made
- investigate complaints made
- respond to complainants in a timely manner
- meet with instructors if complaints are made against them and take disciplinary action where necessary
- assist the Bikeability Trust with any formal complaints that are made

3. Procedure for dealing with complaints

- 1) The instructor receives a complaint whilst delivering training
- 2) The instructor informs the school/parent and the provider manager of the complaint
- 3) The provider receives the complaint directly
- 4) The provider logs the complaint
- 5) The provider investigates the complaint
- 6) The provider responds to the complaint in a timely manner



- 7) If the complainant is satisfied with the response the complaint is considered closed.
- 8) If the complainant is not satisfied with the scheme's response:
 - a. The scheme can ask the complainant to contact The Bikeability Trust.
 - b. The Bikeability Trust asks the complainant to complete a formal complaint form.

4. Timescale for responses

If possible, the issue will be resolved immediately. Otherwise AVSSP will acknowledge receipt of all complaints within 2 working days and respond in full to all complaints within 10 working days. Responses will be communicated in the same manner as the complaint was received; either verbally, or in writing.

5. How to complain

Complaints can be made:

- Verbally over the phone using the contact details below
- In writing to the email address, postal address or fax number below
- Verbally in person at the address below

6. Contact details

Name: Mark Ozenbrook

Job title: Charity lead

Address: 32-46 King Street, Alfreton, Derbyshire DE55 7DQ

Opening hours: 9.00am – 5pm Monday to Friday

Phone number: 01773 417204

Email address: info@avssp.co.uk

7. Post complaint actions

Any actions identified during the investigation of the complaint will be implemented and the provider will update their IQA action plan as necessary.