Model Complaints Policy by the Bikeability Trust. Version 2.2, March 2023. This version is for training providers who work for grant recipients.

All **red type** should be replaced by the relevant information specific to your organisation. Yellow highlights indicate where the model Complaints policy fulfils the Bikeability Trust’s requirements as set out in the ‘The Bikeability training provider application guide’ of November 2022.

This template can be used as the basis for Training providers’ Complaints Policy. It needs to be adapted, based on individual requirements and information added, before it will be fit for purpose. The Training provider should ensure that it covers all environments where Bikeability training is delivered including, but not restricted to, after school clubs, holiday schemes and Bikeability Plus Family and Adult training.

This policy must be available to all employees, instructors and the public.

**ORG’s postal address**

**ORG’s phone number**

**ORG’s email address**

Date of policy approval: Insert Date

Date of policy review: Insert Date

Writer/reviewer of this policy: Insert Name

**Objectives of this Policy**

ORG 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 ORG 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 ORG’s role is to take the complaint seriously, to pay close attention to the matter they raise, 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 customers to make a complaint**

You may want to have procedures for non-formal complaints.

Write down the procedures for how people can make an official complaint (verbally, in writing etc).

Write down the your organisation’s maximum response time.

Write down the procedures for how your organisation responds to a formal complaint (acknowledgement of complaint, means of communication, etc)

Refer to complaint stages 1, 2, 3 as below.

Stage 1: ORG investigates the complaint. Fill in further procedures.

Stage 2: if the complainant is not satisfied with ORG’s response, ORG refers the complaint to the Grant recipient Fill in further procedures.

Stage 3: if the complainant is not satisfied with the Grant recipient’s response, ORG refers the complaint to the Bikeability Trust

**Reporting of complaints to Grant recipients and the Bikeability Trust**

ORG reports all formal complaints to the Grant recipient.

ORG reports annually all formal stage 1-3 complaints by number to the Bikeability Trust.

**Responsibilities of instructors**

* To record complaints made during or after the session either by a rider, parent or school
* To report all complaints to ORG

**Responsibilities of ORG**

* To make all staff and instructors aware of this policy and procedures. Insert here how you a going to do this at induction and later on when policies change.
* To monitor that this policy and procedures is used by staff and instructors. Insert here how you a going to do this.
* To review this policy and procedures at least every year.
* To record and investigate all complaints made
* To meet with instructors if complaints are made against them and take disciplinary action where necessary
* To implement any actions identified during the investigation of the complaint and feed them into ORG’s Quality Assessment Plan
* To assist the Bikeability Trust with any formal complaints that are made about ORG.