

## Cyclox complaints policy

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### Introduction

This complaints policy will be reviewed annually.

A complaint is an expression of dissatisfaction, whether justified or not, about anything Cyclox says or does. A disagreement over policy is not a complaint.

Cyclox paid staff, trustees and volunteers will work with integrity and fairness at all times. We will respond promptly and clearly to any complaint however it is received (e.g. by email, phone or in writing).

Trustees have ultimate responsibility for implementing the complaints policy and will take advice as necessary.

Complaints may come from Cyclox members, members of the public, councillors, journalists, cyclists on organised rides.

The complaints procedure will be confidential, accessible and simple to use.

Cyclox will try to learn from complaints and make every effort to resolve complaints to everyone's satisfaction.

### Complaints procedure

#### 1. *Receiving complaints*

Complaints can be made by email to [contact@cyclox.org](mailto:contact@cyclox.org), by phone to 07931 769484, by post to Cyclox, 12 Apsley Rd, Oxford, OX2 7QY, or in person to any trustee or employee of Cyclox.

The person who receives a verbal (phone or in person) complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address, email and telephone number
- Note down the relationship of the complainant to Cyclox
- Tell the complainant that we have a complaints procedure
- Tell the complainant that they will receive an initial response within 10 days and a final response within 4 weeks. If this is impossible, they will receive an update on progress within 4 weeks.
- Where appropriate, ask the complainant to send a written account by post or by e-mail so that the complaint is recorded in the complainant's own words.

#### 2. *Resolving complaints*

##### **Level one – direct resolution**

If appropriate the complaint should be resolved by the person responsible for the problem. If they also receive the complaint, they should try to resolve it immediately. In all cases the details should be passed to the chair or their deputy as soon as practical and certainly within a week.

A written or emailed response to the complainant explaining the next steps should be sent within 10 days of receiving the complaint. If the complaint has not been resolved by this initial

action the letter or email will explain the process and timescale. A copy of this complaint procedure should be sent at the same time.

If possible a definitive reply should be sent within 4 weeks of the initial complaint. This reply should describe the investigation undertaken, the conclusions and the actions as a result.

### **Level two – resolution by trustee**

If the complainant feels that the problem has not been resolved the complainant can ask that one of the trustees review the complaint. The chair shall review the case, perhaps interview the person who dealt with it originally and decide whether to deal with the complaint themselves or ask another trustee to deal with it. They would write to the complainant to say what will happen and which trustee will be investigating the complaint. A definitive response should be sent within 4 weeks of escalation to this level.

#### *3. Variation of the complaints procedure*

If the chair or their deputy feels that external review is necessary they would seek advice from Cycling UK.

In situations where the chair is the subject of a complaint, the procedure would be changed so that the deputy deals with the case. Other conflicts of interest should be considered and the process varied if they are a problem.

#### *4. Handling the complainant when the complaint is verbal and direct*

Remain calm, listen carefully, take notes, obtain the facts, don't comment on any aspect at this stage except to apologise if that seems appropriate. Explain the procedure as outlined above.

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### **Document control**

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