



Complaints Policy

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Policy owner: Governance

1. Principles

We hope everyone who encounters Cycling UK has a positive experience. However, we recognise there may be times when people have concerns or are not satisfied with the service they receive. When this happens, we want to hear about their concerns, so we can deal with them and prevent similar situations in the future. When we receive a complaint of this nature we aim to:

- Respond to complaints as quickly and efficiently as possible, while being fair to everyone involved;
- Provide a fair complaints procedure that is clear and easy to use, when a formal investigation is needed; and to publicise it on our website and other appropriate media;
- Handle all complaint information sensitively, in line with relevant data protection requirements;
- Make sure all our staff know what to do if someone complains to Cycling UK;
- Apologise if we have got something wrong and act quickly to put it right; and
- Monitor complaints and learn from them.

2. What is a Complaint?

This policy applies to complaints raised by a Cycling UK Member, a Cycling UK volunteer, a member of the public or an organisation we have dealt with.

A complaint is when someone tells us they are dissatisfied with something Cycling UK has done (or not done) which conflicts with our policies and procedures, or the way our staff, members, member groups or volunteers have behaved. This policy also covers complaints about how we carry out our fundraising activity.

We welcome feedback about our policies and decisions and are happy to explain the reasons for them. However, we won't treat such feedback as a formal complaint unless there is a possibility that we have breached our own procedures or legal powers in arriving at those policies or decisions.

If you or a complainant believes that there is any indication of unlawful behaviour or wrongdoing you should refer to our [Whistleblowing policy](#) under which you may wish to make a 'qualifying disclosure' to an appropriate authority.

3. How to make a complaint to Cycling UK

We have a few principles about how to complain:

- We welcome an initial complaint by letter, email or via other social media channels;
- We only accept complaints about things that have happened in the last three months;
- We encourage members to complain directly to the chair of their member group or welfare officer if their complaint is about something that has happened within the member group;
- We do not generally investigate anonymous complaints;
- We do not accept complaints that are broadly the same as a previous complaint from the complainant;
- We do not progress complaints that we believe to be vexatious or malicious; and
- We do not tolerate abusive behaviour or language from complainants.

Complaints can be sent to haveyoursay@cyclingsuk.org or:

Complaints
Cycling UK
Parklands
20-22 Railton Road
Guildford
GU2 9JX

If your complaint is in relation to our fundraising activity you may also wish to raise this with the [Fundraising Regulator](#)

4. How we respond to complaints

We believe most complaints are best dealt with informally by the staff or member group responsible for the issue, but we'll always make sure the complaint is recorded, monitored and responded to appropriately. Sometimes a formal investigation is needed.

Following acknowledgement we'll do all we can to ensure that the issue is resolved within 30 days of acknowledging your complaint.

Our complaints process therefore has three stages:

4.1 Stage 1: Informal response

We encourage people to complain to any member of Cycling UK's staff or their member group committee if the complaint relates to the group. Sometimes people may also complain to trustees or other volunteers. Whoever receives the initial complaint should find out what they can about it and either deal with it themselves if they are competent to do so or refer it to an appropriate colleague.

In most cases, we expect this informal contact to resolve the situation. However, if we haven't met the complainant's expectations and they wish to take it further, we ask that a formal complaint is raised by emailing haveyoursay@cyclingsuk.org or writing to:

Complaints, Cycling UK, Parklands, 20-22 Railton Road, Guilford, GU2 9JX.

4.2 Stage 2: Formal investigation

When a complaint is escalated to Stage 2, it will be investigated by the senior manager with direct responsibility for the subject area of the complaint (normally the Head of that team or department). They are referred to here as the 'investigator'.

The investigator will acknowledge the complaint in writing, normally within 7 working days of it being escalated. They will try to complete the investigation as quickly as possible and within 30 days of acknowledgement. If it is likely to take a long time, the investigator will let the complainant know what is happening.

After completing their investigation, the investigator will decide whether to uphold or reject the complaint, deciding on any sanctions if applicable. They will inform the complainant in writing about the decision, any actions Cycling UK will take and their right of appeal.

4.3 Stage 3: Appeal review

If the complainant feels their complaint was not handled appropriately, or still feels they have not had a satisfactory answer, they may appeal within 28 working days of being given a decision by emailing haveyoursay@cyclingsuk.org with their request - explaining the basis on which they are making the appeal.

Another senior manager will be appointed to review the appeal - someone who has no direct accountability for the subject area. When they have completed their review, they will inform the complainant in writing about their decision and any actions Cycling UK will take.

The original response to a complaint may be reviewed just once. Once the appeal has been reviewed and a response provided to the complainant, the matter will be closed.

5. Member resolution

On rare occasions an individual member may act in a way that is contrary to our values and aims as an organisation. Wherever possible we will try to resolve issues informally and where there is a concern about the impact of an individual member's behaviour the relevant member of the Cycling UK Senior Leadership Team (SLT) will in the first instance speak with the member to try to resolve the issue informally.

Where this is not possible Cycling UK may use the formal member resolution process to seek to resolve the issue.

This arrangement is in accordance with the following clauses in Cycling UK's Constitution:

10.3 The Board of Trustees may, in its absolute discretion, decline to admit any person as a Member.

10.7.2 if the Trustees resolve to terminate their membership provided that they shall have had reasonable opportunity to explain to the Trustees why they should not be removed.

4. Safeguarding

Where a complaint raises a potential safeguarding issue, in the first instance this should be escalated to the designated safeguarding lead or a member group welfare officer to respond to this issue in line with [Cycling UK's safeguarding policy and process](#). Where the safeguarding lead or welfare officer is not in place the complaint should be escalated to the Chief Operating Officer (COO) via haveyoursay@cyclinguks.org

4. Monitoring and review

This policy will be reviewed every two years by the Governance team and Audit and Governance Committee.

Addendum

Vexatious Complaints Policy

Cycling UK seek to deal with any complaints raised in an efficient and transparent manner, however, there may be times when a complaint is considered vexatious and places a disproportionate impact on time and resources of staff or volunteers who have to deal with them.

We consider a complaint to be vexatious when:

- The individual refuses to co-operate with the complaints procedure;
- The individual uses abusive behaviour or language, either verbally or in writing;
- The individual continues to pursue a complaint after the appropriate procedures have been followed and/or with the purpose of causing annoyance or disruption;
- The individual refuses to accept that issues are not within the power of Cycling UK to investigate, change or influence.

Process for declaring a complaint to be vexatious

When a member of staff considers a complaint to be vexatious the complaint will be referred to the COO who will decide if the complaint is vexatious against the above definition.

If considered vexatious the COO will contact the complainant in writing to inform them of this decision and outline the next steps. Where the complaints procedure has been followed in full, and the complaint is considered closed, the complainant will be notified in writing and made aware that there will be no further correspondence due to serving no useful purpose.