



Charity number 1176297 Company number 7934312

# Streetbikes

## Complaints & Compliments Policy

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## Revision & Sign off Sheet

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### Reviewers

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### Distribution

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# Table of Contents

## Contents

<b>1. Introduction</b> .....	3
<b>2. Complaints Handling Procedure</b> .....	3
<b>3. Compliments Procedure</b> .....	5

### **1. Introduction**

1.1 At Streetbikes, we are committed to providing the best possible service to our clients. We value feedback and take any complaints seriously, as they help us improve our operations and maintain the highest standards. This policy outlines our procedure for handling complaints effectively and efficiently.

1.2 Definition of a Complaint: A complaint is defined as any expression of dissatisfaction regarding our charity's actions, services, employees, volunteers, or any other aspect of our operations.

### **2. Complaints Handling Procedure**

2.1 Complaints Handling Principles:

- All complaints will be treated seriously and impartially.
- Complaints will be handled promptly, and we will aim to resolve them as efficiently as possible.
- All complainants will be treated with respect and courtesy.
- Complaints will be kept confidential to the extent possible, and information will only be shared on a need-to-know basis.
- We will strive to learn from complaints to improve our services and operations.

2.2 Complaints can be raised in the following ways:

- By email: [info@streetbikes.org.uk](mailto:info@streetbikes.org.uk)
- In writing: Streetbikes, 1A Radcliffe Rd, Milnesbridge, Huddersfield, HD3 4LX
- By phone: 01484 654530

### 2.3 Step 1: Acknowledgment

Upon receiving a complaint, we will send an acknowledgment within two working days, either by email or in writing, confirming that we have received the complaint and providing the contact details of the person responsible for handling the complaint.

### 2.4 Step 2: Investigation.

The complaint will be thoroughly investigated by the designated complaints handler. They may need to gather additional information from relevant parties involved.

### 2.5 Step 3: Resolution

We will endeavour to resolve the complaint within ten working days of receipt. In cases where a resolution is not possible within this timeframe, we will provide the complainant with regular updates on the progress.

### 2.6 Step 4: Outcome

Once the investigation is complete, we will communicate the outcome to the complainant. If the complaint is found to be valid, we will offer appropriate redress and take any necessary corrective actions. If the complaint is not upheld, we will explain our decision and provide reasons for it.

### 2.7 Step 5: Appeal

If the complainant is dissatisfied with the outcome, they may appeal the decision by notifying us in writing within five working days of receiving the outcome. The appeal will be reviewed by a trustee of the charity who was not previously involved in the investigation.

### 2.8 Step 6: Final Response

We will issue a final response to the complainant within ten working days of receiving the appeal, outlining our final decision and any actions to be taken.

### 2.9 Recording and Reporting

All complaints and their resolutions will be recorded in a complaints register. Periodically, a summary of complaints and their outcomes will be reported to the Board of Trustees to identify trends and areas for improvement.

### 2.10 External Escalation

If a complainant remains dissatisfied after exhausting our internal complaints procedure, they have the option to escalate the matter to an external body, such as the relevant charity regulator or ombudsman. We are committed to using complaints as an opportunity to learn and enhance our services, and we appreciate feedback. Service users provide valuable input and helps us achieve our mission to make a positive impact in our community.

### **3. Compliments Procedure**

3.1 As well as learning lessons from complaints, it is equally as important Streetbikes learns what it is doing well from compliments it receives.

3.2 All compliments received by staff or volunteers regarding the service Streetbikes provides should be forwarded to the Operations Manager. These will be added to a compliments register and where relevant, will be passed onto to those involved. This will generally be via the volunteers WhatsApp group.