



## **Introduction**

The CycloPark Charity Trust views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

### **Our policy is:**

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at CycloPark knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CycloPark – encompassing our fund raising for the charity.

#### **Where Complaints Come From**

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in CycloPark, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. Emails to be emailed to our CEO [simon.jones@cyclopark.com](mailto:simon.jones@cyclopark.com)

This policy does not cover complaints from staff, who should refer to CycloPark's internal policy on such matters.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the board of trustees of CycloPark.

### **Review**

This policy is reviewed regularly and updated as required.