



Procedure Name:	Complaints Policy
Procedure Number:	POL-OPS-006
Associated Documents:	POL-OPS-002 Safeguarding Policy PRO-HAS-001 Incident and Accident Reporting and Investigation CycloPark Code of Conduct POL-HAS-002 Health and Safety Policy
Guiding Documents:	Equality Act 2010 UK General Data Protection Regulation Data Protection Act 2018 Human Rights Act 1998 Protection from Harassment Act 1997
Annexures:	None
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Policy Statement

CycloPark is committed to providing safe, inclusive, accessible and high-quality sports, leisure and recreational services to all users of the centre. This includes members, casual users, children and families, schools, clubs, spectators, contractors, hirers and visitors.

CycloPark recognises that complaints, concerns and expressions of dissatisfaction provide an opportunity to improve services, identify operational issues and maintain public confidence. All complaints will be handled fairly, consistently, confidentially and without discrimination.

The organisation will ensure that no individual is treated unfavourably as a result of raising a genuine complaint in good faith.

Purpose and Scope

This policy applies to all complaints relating to the services, facilities, activities, staff, volunteers, contractors and operations of CycloPark. Complaints may relate to customer service, staff conduct, coaching, programming, memberships, bookings, cancellations, cleanliness, accessibility, maintenance, safeguarding, equality matters, health and safety concerns, or any aspect of the customer experience.

Where a complaint relates to safeguarding concerns involving a child or vulnerable adult, the matter will be referred immediately to the Designated Safeguarding Lead and managed in accordance with Cyclopark's safeguarding procedures. Safeguarding concerns may be escalated externally where required by law or statutory guidance.

Principles

Complaints will be managed in accordance with the following principles:

Complaints will be acknowledged promptly and investigated objectively. Individuals raising concerns will be treated respectfully and kept informed throughout the process. Investigations will be proportionate to the seriousness and complexity of the complaint. Confidentiality will be maintained as far as reasonably practicable. Records will be retained securely in accordance with data protection legislation.

Cyclopark will seek to resolve concerns informally wherever appropriate. However, formal complaints will be investigated where informal resolution is not suitable or has been unsuccessful.

Raising a Complaint

Complaints should normally be raised as soon as possible following the incident or concern and ideally within 30 calendar days.

Complaints may be received in person, by telephone, by email or in writing; however, complaints made by telephone or in person should be followed up in writing and sent to reception@cyclopark.com. In the first instance, complaints should be directed to Reception or the Duty Manager. Staff receiving complaints are expected to respond courteously and attempt immediate resolution where appropriate and within their authority.

Where a matter cannot be resolved immediately, the complaint will be referred to the appropriate manager for investigation.

Anonymous complaints may be considered where sufficient information is provided, although this may limit the organisation's ability to investigate fully.

Abusive, discriminatory, threatening or distressing behaviour towards staff will not be tolerated and may result in communication restrictions or further action under the organisation's code of conduct.

Complaint Handling Procedure

The organisation operates a three-stage complaints process.

Stage One – Informal Resolution

Where appropriate, concerns will initially be managed informally by Reception staff, supervisory staff or the Duty Manager. The aim is to resolve straightforward operational issues promptly and locally.

Where immediate resolution is achieved, the matter may be closed without progressing to a formal investigation, although a brief record may still be retained for monitoring purposes.

Stage Two – Formal Complaint Investigation

Where informal resolution is unsuccessful, inappropriate or the complaint is of a serious nature, the complaint will be handled formally.

Formal complaints should be submitted in writing where possible. Cyclopark will acknowledge receipt of the complaint within five working days.

An investigating manager will review the complaint, gather relevant information, speak with relevant parties where necessary and determine appropriate actions.

A formal written response will normally be issued within 20 working days of acknowledgement. Where this is not possible due to the complexity of the investigation or absence of relevant individuals, the complainant will be informed of the delay and provided with a revised timeframe.

Outcomes may include an explanation, apology, service improvement action, staff guidance, referral to another procedure, or confirmation that the complaint is not upheld.

Stage Three – Escalation or Review

If the complainant remains dissatisfied following the formal response, they may request a review by senior management within 10 working days of receiving the outcome.

The review will consider whether the complaint was investigated fairly, reasonably and in accordance with this policy. The review will not normally reinvestigate the complaint unless significant new evidence is presented.

A final response will normally be issued within 20 working days. The outcome of the review will represent the organisation's final internal position.

Safeguarding and Serious Concerns

Complaints involving allegations of abuse, misconduct towards children or vulnerable adults, criminal behaviour, discrimination, harassment, serious health and safety breaches or unlawful conduct will be managed under the relevant safeguarding, disciplinary or statutory procedures.

Cyclopark reserves the right to refer matters to the Police, Local Authority Designated Officer (LADO), governing body, regulatory authority or other external agency where appropriate.

Equality and Accessibility

Cyclopark is committed to ensuring that the complaints process is accessible to all individuals.

Reasonable provisions will be made where required for individuals with disabilities, communication needs or language barriers. Complaints may be accepted in alternative formats where necessary.

No person will be disadvantaged due to protected characteristics under the Equality Act 2010.

Confidentiality and Data Protection

Complaint information will be handled confidentially and shared only with individuals who require access in order to investigate or manage the matter appropriately.

Personal data will be processed in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

Complaint records will be retained securely in accordance with the organisation's retention procedures.

Monitoring and Continuous Improvement

Cyclopark will monitor complaints to identify recurring issues, operational risks, training requirements and opportunities for service improvement.

Complaint trends may be reviewed periodically by senior management as part of governance, quality assurance and risk management processes.

Review Details

Document Number	By Whom	Findings of Review	Next review due date
	Simon Jones		26.04.2022
	Jonny Hamp	Amendment of contact email address	22.01.2026
PRO-OPS-006.3	Toni Mounsear-Wilson	Review of full document. Use of new layout and template	10.04.2026