

Manchester Bike Kitchen Complaints Policy



HAVE A COMPLAINT? THEN PLEASE SEE THIS POLICY. WHO CAN MAKE A COMPLAINT?

Any customer, volunteer, employee may make a complaint about any product, volunteer or employee or the service provided by the club.

YOU ARE A CUSTOMER AND HAVE A COMPLAINT?

A customer should make their complaint to the shop manager – either verbally or in writing being clear what the issues are and what outcomes you wish to see achieved by the resolution of your complaint. If the complaint is about the shop manager the complaint should be made to one of the company directors.

YOU ARE A VOLUNTEER?

You should make your complaint in the first instance to the shop manager who will make sure that your complaint gets to the right section of the organisation or deal with the matter him or herself. If the complaint is about the shop manager the complaint should be made to one of the directors of the organisation.

YOU ARE AN EMPLOYEE?

If your complaint is about a volunteer you should refer your complaint to the shop manager. If your complaint is about another employee then you should complain to one of the directors.

SERIOUS COMPLAINTS

Safeguarding issues

If your complaint is about a threat to or abuse of a child or vulnerable person, your complaint will go immediately to the organisations safeguarding officer who will respond according to the organisations safeguarding policy which is on the web site.

Aggressive, abusive or discriminatory behaviour and language such as racism or homophobia.

Depending on the nature and seriousness of the complaint, it might be appropriate for you to approach the person or persons in question to discuss the issue. Where this is not appropriate you should report the matter to the commercial manager who will consider a range of options with you from mediation to formal written complaint under our complaints procedure which can be seen on our website.

Safety Issues

These are best communicated in writing to the secretary. You should expect a response at least coping what will happen and by when within 5 working days.

THE STANDARDS WE SUBSCRIBE TO AND WILL TRY TO MAINTAIN

Taking all complaints seriously Timely response Confidentiality Adherence to processes laid down in our Safeguarding Policy and our discipline and grievance policy Equal and fair treatment Respect for the rights of anyone accused or complained about to have fair treatment

HOW TO MAKE A COMPLAINT

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, racist, sexist or intimidating. It could be because someone has broken important rules or policies.

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Values and Principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation. We will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible. Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the police, Social Services or a National Governing Body of a sport.

Process: If you have a complaint, it is often best to start by having a conversation with someone involved in the running of the club such as the commercial manager or the secretary. They may be able to help to resolve your problem. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing so that it is clear what the issues are. You might however wish to make a more formal written complaint which will then be followed up by the trustees using the appropriate mechanism such as grievance or discipline policies. The address for written complaints is at the bottom of this policy. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Whom to contact to make a complaint

Complaints will usually be handled by the commercial director, the secretary or one of the trustees or directors. Useful contact details have been included at the bottom of this policy.

Dissatisfied with the way the complaint has been handled or resolved?

If you are unhappy with any or all aspects of the way your complaint has been handled please put your views in writing to the secretary who will ensure that a group of trustees who have not been involved in the handling the matter review the matter, follow up your concerns and report back to you.

LIST OF CONTACT DETAILS:

Safeguarding Officer: Mark Nesbitt mark@communitybikekitchen.co.uk

Directors:

John Dwan john@communitybikekitchen.co.uk Andrew Hilton: andy@communitybikekitchen.co.uk

Related documents on the website:

Safeguarding policy / Complaints policy / Health and Safety Policy