

## Complaints Policy (version 3).

**Written on:** 01/04/21  
**To be reviewed** 01/04/22

### **Introduction by the Director**

Whilst engaging with customers, NCA staff are keen to ensure that all of our clients/stakeholders have the best experience possible.

Having a positive cycling experience, ensures future sustainable participation in cycling activities. Despite our best efforts, we do recognise that things can go awry for a variety of reasons.

NCA have in place a stringent system to manage problems which may arise as a result of our training delivery. If a complaint is made, it will be handled fairly and quickly to ensure a speedy resolution within the following framework:

- Acknowledge any complaint in writing immediately
- Issue an initial response (detailing next steps) to the complainant within 48 hours
- Take time to investigate thoroughly
- Deal reasonably and sensitively to the complaint and with the complainant
- Consider appropriate follow up action
- Resolve the complaint within 28 days of it being received

NCA's complaints policy is there to advise our staff about best practice responses; there is a clear pathway for our staff to follow. This is re-iterated within our program of CPD.

The designated Complaints Officer is - **PETE STALEY**

This policy is accessible to learners via the company website ([www.ncagb.co.uk](http://www.ncagb.co.uk))

Every formal complaint received will be logged. The Complaints Officer is responsible for keeping the log up to date.

Signed:

**JULIE WOODRUFF**  
**DIRECTOR**

## Complaints procedure

From a customer's point of view, our complaints procedure is accessible via our website, contact details are added to all of our paperwork. It contains information about how to raise concerns, either via the telephone, email or face to face with the Lead Instructor/tutor on the day.

We place great importance on how we respond to a complaint; the first point is to address any issue immediately. By listening, taking on board comments being made by our customers. By thoroughly investigating the matter; with discussion, recording Instructors and other third parties comments. Our remit is to resolve complaints swiftly and fairly, to all parties

NCA stakeholders and customers are equally important. Our stakeholders include:

- The children
- The teachers & school staff
- Parents & Carers
- Residents adjacent to training sites
- Council Representatives
- Representatives from the DFT & Bikeability
- Learners on courses
- 1st 4 Sport

We listen to our customers, receiving feedback good or bad is a learning experience. It is NCA's responsibility is to ensure the highest quality of training is delivered to our clients. Only by recognising that there may be a problem, can the matter be addressed and rectified

Once a complaint is received we endeavour to abide by the following timeline of events:

- Acknowledge any complaint in writing immediately
- Issue an initial response (detailing next steps) to the complainant within 48 hours
- Take time to investigate thoroughly
- Deal reasonably and sensitively to the complaint and with the complainant
- Consider appropriate follow up action
- Resolve the complaint within 28 days of it being received

All responses etc. are timed in the Complaints log with any concerns being flagged to 1st 4 sport as is seen appropriate.

## Example of a parent's complaint and how it was addressed:

### Complaint

After completing a Bikeability course at a school, we received a telephone call from a parent complaining that their child had not been given a Level 2 when other children had. The call was made to our administration staff, who recorded the complaint and made a note of the comments.

### Investigation

The matter was passed onto the Complaints Officer NCA, who contracted the parent concerned immediately and began to investigate the complaint by:

- Listening to the parents concerns
- Sourcing relevant written paperwork recording the details of the course, via our admin system
- Assessing the file used by Instructors during the delivery of the training, which records each child's progress during the course and any incidents
- Telephoning the Instructors individually, to ask how they felt the training had gone, had there been any issues during the course
- The Complaints Officer also discussed the complaint in person with both Instructors to gain for their version of events
- The school was also contacted to ascertain if the school's teaching staff were aware of the complaint. This presented the opportunity for the school staff to give their account

The facts of the matter were collated and assessed, it transpired the child had only gained a level 1 award as she was deemed unsafe to continue with the on road section of the course.

The Instructor spoke to two children in this position at the time, explaining that they needed to practice more before cycling on the road. The Instructor discussed the situation with the class teacher, it was agreed that both children were not ready to cycle on the road. Both children were awarded level 1.

## Resolution

After conducting a thorough investigation into the complaint and considering all the facts, the manager contacted the parent within the timescales agreed. It was explained why the child in question had only received a level 1 award, the safety implications of allowing the child to ride on the road with an inadequate level of skill. It was suggested that further training was required, along with the other child from the same class. As we were returning to the school late in the school year for more Bikeability there would be a further opportunity for children to do the course again.

NCA fully supported the Instructor's decision in this instance, a child's safety is of paramount concern at all times. A written report regarding the complaint was given to the Council's representative and to the head teacher at the school (on request) and was retained on our files for future reference.