

Complaints procedure.

1. Pedal Ready Cycle Training Co-operative wishes to achieve and maintain the highest standards and therefore takes complaints very seriously. Every effort will be made to deal with any complaint in an informal, sympathetic and constructive manner.
2. Pedal Ready's objectives are to respond to complaints quickly and efficiently and to reach a clear conclusion that will be communicated to the complainant.

Procedure

3. On receipt of a complaint Pedal Ready will contact the complainant, normally by phone, to obtain full details of the complaint in order to fully investigate the complaint. Pedal Ready will seek to contact the complainant as soon as possible after becoming aware of the complaint.
4. Pedal Ready will then investigate the complaint and get back to the complainant either by phone or in writing with the findings. Pedal Ready will aim to do this within 1 week of receiving full details of the complaint. Where it appears the matter cannot be fully resolved within a week, Pedal Ready will inform the complainant of this and give the complainant an estimate of when the complaint will be resolved.
5. If Pedal Ready is unable to resolve the complaint to the satisfaction of the complainant Pedal Ready will set out in writing to the complainant a summary of the complaint and what it has done to try and resolve the matter and invite the complainant to send a letter to the Pedal Ready Co-operative explaining why it feels the complaint has not been adequately dealt with.
6. A member of the Pedal Ready Co-op will review the handling of the complaint, do any further investigation s/he thinks necessary and put their findings in writing to the complainant. Pedal Ready will invite the complainant to complain to Pedal Ready's accrediting body if the complainant is not satisfied with the outcome.
7. The accrediting body is Cycling England, PO Box 54810, London SW1P 4XX; e-mail: info@cyclingengland.co.uk

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