

# Julie's Bicycle

CREATIVE • CLIMATE • ACTION

## Complaints Policy

### Introduction

JB is committed to handling any complaints about the organisation or members of staff in a speedy and effective manner.

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in the future.

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

### Complaints Procedure

Our complaints procedure is designed to be as simple as possible so that concerns can be addressed quickly and resolved satisfactorily.

#### Informal Stage

If you are dissatisfied with any aspect of your dealings with JB or JB staff, please express this to the person with whom you are dealing who will try to help.

If you prefer, please ask to speak to or contact their line-manager who will aim to resolve any difficulties as quickly and efficiently as possible.

#### Stage 1

If you are not satisfied with the response you received at the informal stage, you should address your complaint in writing to the relevant line-manager or the Managing Director. The latter may be more appropriate where you have spoken to

the line manager at the informal stage. Natalie Highwood, our Managing Director, can be contacted on: [natalie@juliesbicycle.com](mailto:natalie@juliesbicycle.com), cc'd to [admin@juliesbicycle.com](mailto:admin@juliesbicycle.com). If email is not a suitable format for you, please contact us on 07464122965.

Your complaint will be acknowledged within 2 working days of receipt and you will normally receive a full response within 10 working days.

If your complaint involves the Managing Director, Stage 1 will be handled by the Director.

If your complaint involves the Director, Stage 1 will be handled by a member of the JB Board of Trustees.

## **Stage 2**

Should you still not be satisfied with the response to your complaint, you should address this in writing to the Director of Julie's Bicycle. If your complaint involves the Director, Stage 2 will be handled by the Chair of the Trustees of JB.

Your letter will be acknowledged within 2 working days of receipt and you will receive a full and final response following an investigation within 15 working days.

## **External Stage**

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).

**Agreed by:**



**Alison Tickell**  
**Director, JB**

**Last Reviewed: 1.4.22**