



## Clancy Briggs Limited (trading as Clancy Briggs Cycling Academy)

### Complaints Procedure

#### Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint about our service, please contact us with the details. For ease of reference the following people should be contacted with regard to specific areas of complaint or concern:

- **A safeguarding concern** should be raised in the first instance with either the Coach who is taking your event; or our Safeguarding Lead who will be able to assist you, Robyn Harland.
- **A complaint about how we are holding or processing your data or the data of your child/young person** should be raised with our Data Protection Officer, Sam Briggs, Director at the Academy.
- **For all other concerns (including complaints regarding the event venue, activities, third party suppliers or concerns about staff)** please contact Graham Briggs, Director of the Academy.

We will have one calendar month within which to respond to you with our findings.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the relevant Manager/Director, who will review your matter and speak to the member of staff who was responsible for your activity.
3. A Director will then either contact you by telephone or letter and hopefully resolve your complaint. S/he will do this ideally within 14 days of sending you the acknowledgement letter. If relevant you will be offered a meeting in person to discuss your concerns.

4. If a meeting or telephone call has taken place, within three days of the conversation will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the to review our decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

This will conclude the complaints procedure.

We will make every effort to ensure that we meet the standards set out in the above document but should the matter refer to actions of a third party or be considered a safeguarding matter the above deadlines may be extended. You will be notified accordingly.