



# Hampshire Outdoors Bikeability

Hampshire County Council

Complaints & Compliments Policy &  
Procedures

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## Complaints & Compliments Policy & Procedures

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*'the contents of this policy are an integral part of the HA Quality Improvement Framework'*



## **1. Introduction**

Your views help us to improve our services, so if you think we could do better, we want to hear from you. We also like to know when you think we did something well, and if anything in particular impressed you.

## **2. How to make a comment or compliment?**

If you have a comment, suggestion or compliment you can highlight this; in person via your course tutor or learning centre manager/programme manager; through completing your end of course evaluation form; or in writing/by email to Hampshire Outdoors (details below).

## **3. How to make a complaint - complaints procedure?**

If you have a complaint about any aspect of our service including your course or work placement opportunity, you can make a complaint using the complaints procedure outlined below. Comments or complaints are dealt with professionally and, where possible, are treated in confidence. However, in order to investigate complaints thoroughly, it may be necessary to share details of what you say.

The procedure makes sure we properly look into your complaint and give you a considered response.

## **4. How long will it take?**

We will acknowledge your complaint within 5 working days from the date of receipt and tell you how long it will take to give you a full reply. We try to respond quickly to complaints and will reply to you within 20 working days.

Sometimes, due to the complexity of your complaint we will not be able to meet this timescale. If this happens we will write to you, and keep you fully informed of the progress being made.

## **5. Stage One**

If you have a concern regarding any aspect of the service please speak to the appropriate member of staff as soon as possible, for example this could be your course tutor, centre co-ordinator or centre administrator. Most concerns and complaints are quickly and successfully resolved in this way.

## **6. Stage Two**

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the learning centre manager or programme manager (the manager). The manager will investigate the issues raised, try to resolve them and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest.

If you are unhappy with the outcome at stage two and before moving to stage three, the manager will contact you. This will help to establish if there is anything further that can be done to resolve your complaint. The manager may arrange to meet with you to discuss your complaint in person.



## **7. Stage Three**

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Head of Service at Hampshire Outdoors to consider your complaint. The Head of Service will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions. They will also report your formal complaint to The Bikeability Trust.

The learner handbook also outlines our comments, compliments and complaints policy and includes details of how to make a complaint.

We will not investigate any issues or complaints which are subject to an awarding organisation's appeal or review process.

## **8. Putting things right**

If we get something wrong, we will do our best to put it right. We will review our policies and procedures to try to stop it happening again.

We monitor complaints and will use this information to improve our services.

## **9. Contact details**

Contact details for all comments, compliments and complaints are: -

In writing to: -

Hampshire County Council  
Skills and Participation  
Hampshire Outdoors  
The Castle  
Winchester  
SO23 8UG

By email: [bikeability.enquiries@hants.gov.uk](mailto:bikeability.enquiries@hants.gov.uk)

By telephone: 01962 876218

We can also provide our publications in alternative formats, including different languages, Braille, large print and audio. For more information or advice please contact us using the details above.

Monitoring of this policy will take place and it will be shared with all staff and reviewed annually.