

COMPLAINTS POLICY

1. Policy Statement:

Everyone at ABC Sports Learning Ltd/Manchester Cycling Academy values open communication and are committed to addressing concerns promptly and fairly. This complaints procedure ensures that all complaints from parents, learners, staff, suppliers and customers are handled with diligence and confidentiality.

We believe that we have a duty of candour to act in an open and transparent way with people who use our services and this policy will set out how we will act in the case that a complaint is made.

1. Complaint Submission:

1a, Complaints can be submitted in writing through the contact form available on our website at <https://manchestercycling.academy/contact-us/>

1b, Please Include specific details of the issue, date, people involved and any relevant documentation.

2. Initial Acknowledgment:

Upon receiving a complaint, we will acknowledge its receipt within seven working days. An acknowledgment will confirm the designated contact person for the complaint and outline the expected process.

Investigation:

We will impartially investigate the complaint, gathering information from relevant parties. The investigation process aims to identify facts, causes, and will suggest potential solutions.

4. Resolution:

We are committed to resolving complaints as swiftly as possible. Once the investigation is complete, a proposed solution or action plan will be developed.

5. Communication:

Regular updates will be provided to the complainant regarding the progress of the investigation and resolution.

If additional time is required for a thorough investigation, reasons will be communicated.

6. Resolution Acceptance:

The proposed solution will be communicated to the complainant.

We encourage feedback and welcome suggestions for improvement.

If the proposed resolution is accepted, the complaint will be considered resolved.

7. Unresolved Complaints:

If the complainant is not satisfied with the resolution, they can request a review by the ABC Sports Learning Ltd/Manchester Cycling Academy board of Directors.

8. Record Keeping:

All complaint details, investigation findings, and resolutions will be documented and retained for future reference.

9. Continuous Improvement:

Complaint patterns and trends will be analysed to identify areas for improvement in our operations and services.

10. Confidentiality:

All complaints and related information will be treated confidentially, shared only with individuals directly involved in the investigation and resolution process.

11. External Escalation:

If the complaint remains unresolved, complainants may choose to escalate the issue to relevant regulatory bodies or authorities.

12. Final Review:

Periodically, we will review our complaints procedure to ensure its effectiveness and relevance.

We are committed to fostering a transparent, accountable, and constructive organisation. This complaints procedure underlines our dedication to addressing concerns and enhancing our education business's quality and service.

Signature:

Stefan Hopewell

Director

Review

This policy will be reviewed on 1st September 2027