

# Breaking Cycles CIC – Feedback Policy

---

## Purpose of Policy

This policy outlines how Breaking Cycles CIC responds to feedback given by its employees, service users and the general public. All feedback about our performance is covered by this policy. This includes:

- Reviews and Testimonials
- General comments and feedback about our work
- Reporting safeguarding concerns
- Reporting Accidents & Incidents
- Formal complaints

## Feedback procedures

Any feedback should be submitted to Breaking Cycles CIC via one of our feedback forms.

These are available as:

- An online form
- An electronic document that can be downloaded or sent via email
- A hardcopy form (associated postage costs of this option may be charged to the individual requesting this)

If the issue requires an immediate response for one of the following reasons, then Phil Wade should be contacted immediately (phone: 07746272643):

- Serious safeguarding concern
- Accidents or Incidents that may re-occur without immediate intervention.

## Reviewing and acting on feedback

The board will review feedback at least once per calendar month and respond to formal complaints within 10 working days.

In the event that something needing urgent attention has occurred, this will trigger this process to begin immediately, dealing with the most urgent concern first.

All safeguarding concerns will be dealt with in accordance with current UK legislation.

On reviewing feedback, all comments will be read and all extremes (ratings of <3 or >8) will be discussed by at least 3 board members and responded to appropriately. In the event that a complaint has been made and the complainant is not satisfied with our response, we will escalate the complaint by involving appropriate third parties.

Depending on the nature of the issue, the appropriate third party may differ. The following list gives some likely examples...

- The Bikeability trust Police, Social services, Local Education Authority etc.
- The Health and Safety Executive etc.
- Our insurer
- Magistrates court
- Criminal Court



## Agreement

This Policy (reviewed on Thursday, 20 August 2020) has been read and understood by the following members.

Member	Signature	Date
P. Wade (Director: PSC)		
K. L. Seed (Director: Legal advice)		
J. L. Wade (Secretary)		
J. Marshall (Director: Community sport fundraising)		
J. Myhill (Director: Corporate training)		

