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# Complaints and Procedure

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Working in partnership with the local community

## **Complaints**

Whilst engaging with customers, NCA staff are keen to ensure that all of our customers and stakeholders have the best experience possible.

Cycle training and cycling activities during school years is a childhood memory recalled with fondness in later life. As an adult, having a great cycling experience, ensures future sustainable participation in cycling activities.

Despite our best efforts, we do recognise that things can go awry for a variety of reasons.

NCA have in place a system to manage problems which may arise as a result of our training delivery or event delivery. If a complaint is made, we will handle it fairly and quickly to ensure a speedy resolution

## **Complaints Policy**

NCA's complaints policy is there to advise our staff about best practice responses; there is a clear pathway for our staff to follow. This is re-iterated within our program of CPD.

## **Complaints procedure**

From a customer's point of view, our complaints procedure is accessible via our website, contact details are added to all of our paperwork. It contains information about how to raise concerns, either via the telephone, email or face to face with the Lead Instructor on the day.

We place great importance on how we respond to a complaint; the first point is to address any issue immediately. By listening, taking on board comments being made by our customers. By thoroughly investigating the matter; with discussion, recording Instructors and other third parties comments. Our remit is to resolve complaints swiftly and fairly, to all parties

NCA stakeholders and customers are equally important. Our stakeholders include:

- The children
- The teachers & school staff
- Parents & Carers
- Residents adjacent to training sites
- Council Representatives
- Representatives from the accrediting body

We listen to our customers, receiving feedback good or bad is a learning experience. It is NCA's responsibility is to ensure the highest quality of training is delivered to our clients. Only by recognising that there may be a problem, can the matter be addressed and rectified

We are committed to providing high quality services to all our customers.

The services we provide are continually reviewed to ensure they meet the needs and expectations of our customers, to help us improve we actively seek comments good or bad concerning all aspects of the services we offer.

If you have a compliment, complaint or suggestion please tell us using the contact details below:

### How to use the Procedure:

If possible we prefer to put things right straightaway.

You should contact the Instructor or coach who handled the matter in the first place.

This will give the person concerned a chance to put things right before you make a formal complaint. If you are still unhappy about the action taken to resolve your complaint, our Complaints Procedure is designed to investigate the matter further.

The next step is to contact our office and speak to a manager directly.

The manager responsible for dealing with your complaint will acknowledge your complaint in writing within 10 working days.

They will then keep you informed of their progress and will aim to give you a full response within 30 working days.

Do I have to use the Procedure?

Yes. The procedure outlined above has been devised to ensure that your complaint will be dealt with in the most effective way possible.

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