



## Complaints Procedure

Recyke y'bike aims to provide high quality services which meet the needs of our customers, service users and volunteers. If we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure to let us know of any reason you are not satisfied with your dealings with Recyke y'bike.

If you are not happy with Recyke y'bike as a whole please tell our General Manager (Sara Newson - [sara@recyke.bike](mailto:sara@recyke.bike)).

If you are unhappy about any of Recyke y'bike's services, please speak to the relevant site manager. (Byker - Neil McGowran - [neil@recyke.bike](mailto:neil@recyke.bike), Durham - Dave Nimmins - [dave@recyke.bike](mailto:dave@recyke.bike))

If you are unhappy with an individual in Recyke y'bike sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the General Manager.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you a formal acknowledgement within one working day which will confirm when you can expect a full response (normally within 5 working days).

Making a written complaint. If you are not satisfied with our response or wish to raise the matter more formally, please write to the General Manager. (If your complaint is about the General Manager, please write to the Chair Ben Hoare - [ben.hoare@recyke.bike](mailto:ben.hoare@recyke.bike).) All written complaints will be logged. You will receive a written acknowledgement within one working day. The aim is to investigate your complaint properly and give you a reply within five working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.