



Walk and Cycle London CIC

COMPLAINTS POLICY

APRIL 2022

Walk and Cycle London welcomes feedback in order that we can make continuous improvements to the service we provide. If you have any comment, suggestion, or complaint about any aspect of Walk and Cycle London, please contact us:

Philippa Robb - email hello@walkandcycle.london / tel. 07973 969 849

We would encourage you to speak to us in the first instance and, if the matter cannot be resolved informally, any formal complaint must be made in writing within 14 days of any incident about which you have concerns.

We will endeavour to respond to written complaints sent by email within 14 days (or 28 days for those sent by post) and to resolve the situation as soon as possible. We undertake to put in writing details of any action we take as a result of your complaint.

If you are not satisfied with the outcome, or if we do not respond within a reasonable time, you can refer the matter to Bikeability via email: contactus@bikeability.org.uk

Policy version 2.0

Date Policy approved	April 2022
Policy Review date	April 2023