

## **Be Confident Group Complaints Procedure**

Be Confident Group (BCG) strives to provide a high quality service to all our customers and trainees. We value all forms of feedback - compliments, comments, suggestions and complaints - as these all help us to improve the services we provide.

Occasionally we may fall short of the standards we set ourselves and in these cases, especially if this has resulted in a complaint, we endeavour to learn lessons, take action to satisfy the complainant and to remedy any weaknesses that have been identified in our operations.

Measures we have in place to keep our trainees safe and to maintain high standards:

1. Risk Management

Be Confident Group's system of risk management involves a risk assessment for every course and cycling activity. This process is overseen by the Managing Director. All instructors receive training in risk assessments and Health and Safety at induction as well as ongoing training. Lead instructors are trained in first aid and all instructors are briefed in how to handle accidents and incidents that arise.

2. Be Confident Group Commitment

Be Confident Group issues instructors with documents outlining the standards which are expected of them when delivering our services. After each course, instructors provide feedback to us and one another which helps to identify shortfalls and development needs. Our Head of Training, who is a British Cycling coach and National Standard Instructor Trainer, regularly observes instructors during training to check that Bikeability standards and our professional expectations are both understood and are being met.

3. Continual Professional Development

We regularly review and reissue updated procedures and we offer professional development courses to help our instructors improve and to ensure they work to a consistent standard.

Steps taken following the report of a complaint are:

1. Instructors, if notified, will try to resolve the issue immediately.
2. We contact complainants in a timely manner, in the first instance to clarify the nature of their complaint.
3. We investigate how the situation arose and if it could have been avoided.
4. If applicable we may recommend professional development for instructors or we may invoke our disciplinary procedure against staff or instructors.

5. We respond to the complainant with our findings and any improvements identified.
6. We log all complaints and keep a record of action taken.
7. We review complaints, as well as accidents and other incidents, to see if we can learn anything else from them and will change our practices accordingly.

All complaints are dealt with by the Group Head of Operations or Managing Director of Be Confident Group.

Should your dispute or difference not be resolved to your satisfaction it shall be referred to an agreed arbitrator to resolve the issue or if your complaint is in relation to **1<sup>st</sup>4Sport Level 2 Award in Instructing Cycle Training** you can raise this with 1<sup>st</sup>4Sport directly via their website: [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com).

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Complaints via phone: 020 3031 6730; email: [Contact@cycleconfident.com](mailto:Contact@cycleconfident.com); or letter to Cycle Confident Ltd, LG04, Lincoln House, 1-3 Brixton Road, London SW9 6DE

