



Complaints

Beartown Rickshaw aims to provide its volunteers and service users with the best possible experience and service. However, we recognise that from time to time there may be occasions when volunteers and users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the person concerned.

The more formal procedure outlined below is intended for use by volunteers and users of our service where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person or by email to any of the trustees (listed on the Charity Commission website under charity number 1197671) who will acknowledge, in writing within five working days, receipt of any complaint. At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Beartown Rickshaw will do:

The trustees will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the trustees will agree any necessary further action with the complainant.

Trustees will keep a record of the number and nature of complaints, and the outcomes.

If you have a complaint, please contact the trustees of Beartown Rickshaw either via their details shown on the Charity Commission website under charity number 1197671 or via our contact form on our website (btrickshaw.uk) or our admin email info@btrickshaw.uk

