

Complaints, Whistleblowing and Freedom of Information Policy

Complaints

If you think that maladministration has taken place, we have failed to give you access to information, given you incorrect information or advice, not treated you politely, discriminated against you, not treated you fairly, have concerns or suspicions of fraudulent activity at Wheels for All, or you have any other concerns which you wish to voice, please use the following process.

If you would like to make a complaint to Wheels for All, you can contact us via email at hello@wheelsforall.org.uk

Alternatively, you can write to:

Complaints, Wheels for All, 11-13 Wilson Patten Street, Warrington, WA1 1PG.

We seek to ensure that complaints are:

- listened to and investigated
- dealt with consistently
- acknowledged speedily and recorded
- dealt with in an appropriate, fair and timely manner
- learned from.

We will acknowledge your complaint within three working days of receiving it and send a formal response within three weeks.

If the issues raised in your complaint are regarding an independent inclusive cycling centre not managed by Wheels for All, you may be requested to write directly to that applicable organisation.

If you are not happy with our response, please let us know as soon as possible. Your complaint will be referred to a more senior member of staff, who will carry out a review and let you know the outcome.

Wheels for All is the operating name for Cycling Projects, a company limited by guarantee & registered in England & Wales. Cycling Projects is a charity registered in England & Wales.
Company Registration No.: 2618968
Registered charity No.: 1003309.
VAT No.: 673 668 294
Registered Office: 11 – 13 Wilson Patten Street, Warrington, Cheshire, WA1 1PG

Your Personal Information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

Freedom of Information

If you have a Freedom of Information (FOI) request, please send an email to hello@wheelsforall.org.uk and will endeavour to answer your request as promptly as possible, but please allow up to 20 working days to receive a reply.

Whistleblowing

For employees:

The charity's approach to whistleblowing can be found in the Employee Handbook.

For others:

If you have a concern about Wheels for All members of staff, panel or board member's conduct on matters concerning suspected fraud, corruption or bribery whilst carrying out Wheels for All business, or, if you wish to report any an incident of illegal or wrongful conduct by Wheels for All members of staff, panel or board member's then you can notify:

- a. If it involves a member of staff then write to the Chief Executive Officer at Wheels for All, 11-13 Wilson Patten Street, Warrington, WA1 1PG marking the envelope private & confidential.
- b. If it involves the Chief Executive, a Board or Panel Member then write to the Chair at Wheels for All, 11-13 Wilson Patten Street, Warrington, WA1 1PG marking the envelope private & confidential.
- c. If the matter involves the Chair, then write to the Senior Independent Director (SID) at Wheels for All, 11-13 Wilson Patten Street, Warrington, WA1 1PG marking the envelope private & confidential.