

CUSTOMER COMPLAINTS POLICY

FOR DT COACHING SERVICES LIMITED



1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in England;
“Company”	means DT Coaching Services Limited, a limited company incorporated and registered in England and Wales with company number 13465839;
“Complaint”	means a complaint about services provided by the Company, about our customer service, or about our employees;
“Complaints Policy”	means this document; and
“Complaints Procedure”	means the internal complaints handling procedure of the Company which is followed when handling a Complaint.

2. Purpose of this Complaints Policy

- 2.1 The Company welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services or about our employees, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
- 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about the Company, our services, or about our employees;
 - 2.2.2 To ensure that everyone working for or with the Company knows how to handle Complaints made by our customers;
 - 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
 - 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to the provision of services by the Company and to our employees.
- 3.2 For the purposes of this Complaints Policy, any reference to the Company also includes our employees.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of services you or your child/students have received from the Company;
 - 3.3.2 The quality of customer service you have received from the Company;
 - 3.3.3 The behaviour and/or professional competence of our employees; and
 - 3.3.4 Other problems associated with the provision of services by the Company.
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 3.4.1 General questions about our services;
 - 3.4.2 Matters concerning contractual or other legal disputes; and
 - 3.4.3 Formal requests for the disclosure of information, for example, under applicable legislation.

4. Making a Complaint

- 4.1 All Complaints, whether they concern our services or our employees, should be made in one of the following ways:
 - 4.1.1 In writing, addressed to a Director at the Company's Registered Office Address;
 - 4.1.2 By email, addressed to a Director at info@dtcoaching.co.uk;
 - 4.1.3 By contacting us by telephone on 01872 306730.
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (we will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 - 4.2.3 If you are making a Complaint about a particular activity, the location and date of the activity;
 - 4.2.4 If you are making a Complaint about a particular employee of ours, the name and, where appropriate, position of that employee;
 - 4.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;

- 4.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint; and
- 4.2.7 Details of what you would like the Company to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5. How We Handle Your Complaint

- 5.1 Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction.
- 5.2 Upon receipt of your Complaint, a Director will acknowledge receipt of it in writing within 24 hours.
- 5.3 When we acknowledge receipt of your Complaint we will also inform you of who is to handle your Complaint. This may be the person to whom your original Complaint was directed (as above) or your Complaint may be delegated to an appropriate member of our team.
- 5.4 If your Complaint relates to a specific employee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only via the person handling your Complaint and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.
- 5.5 If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.6 We aim to resolve Complaints within 5 Business Days, however in some cases, particularly if your Complaint is of a complex nature and further investigation is required, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.7 At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result.

6. Complaints relating to the provision of Bikeability

- 6.1 Any formal complaints received by the Company relating to the provision of Bikeability services, will be reported to the Bikeability Trust.
- 6.2 The Company will report annually all formal complaints by number to the Bikeability Trust.
- 6.3 It is the responsibility of the Bikeability Instructors to record complaints made during or after a Bikeability session either by a rider, parent or school and to

report all complaints back to the Company.

- 6.4 If you are not satisfied with the resolution of your Complaint (relating to the provision of Bikeability services), you may refer your Complaint to the Bikeability Trust. For details of complaint and conflict resolution mechanisms available from the Bikeability Trust, please contact them by post at The Bikeability Trust, PO Box 1494, Cambridge, CB22 3YT, by telephone on 01223 606027, by email at contactus@bikeability.org.uk.
- 6.5 The Company will implement any actions identified during the investigation of a Complaint relating to the provision of Bikeability and feed them into the Company's Quality Assessment Plan.

7. Confidentiality and Data Protection

- 7.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of the Company who need to know in order to handle your Complaint and in accordance with clause 6.
- 7.2 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Policy.

8. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Rachel Tremaine by

Post: Office B Redruth House, Cornwall Business Park West, Scorrier, Redruth TR16 5EZ

Telephone: 01872 306730

Email: rachel@dtcoaching.co.uk

9. Policy Responsibility and Review

- 9.1 Overall responsibility for this Complaints Policy within the Company and the implementation thereof lies with Rachel Tremaine (Company Director).
- 9.2 This Complaints Policy is regularly reviewed and updated as required.
- 9.3 This Complaints Policy was last reviewed on 17th July 2025.