



**RIDE FOR**  
**FREEDOM**  
END MODERN SLAVERY

# **Complaints Policy & Procedures**

**August 2023**

# *Complaints Policy & Procedures*

*Policy Owner: Gordon Miller*

*Policy approved by: Ride For Freedom board*

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*Next review Date: 26/9/24*

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## 1. Introduction

Ride for Freedom is committed to maintaining open communication with everyone and values positive or negative feedback. This policy outlines our process for addressing concerns and complaints raised by individuals or entities connected to our organisation.

## 2. Scope

This policy applies to everyone interacting with Ride for Freedom, including participants, volunteers, donors, partners, and the general public.

## 3. Definitions

- **Complaint:** An expression of dissatisfaction, concern, or grievance related to Ride for Freedom's activities, events, services, conduct, or any other aspect.
- **Complainant:** The individual or entity submitting the complaint.
- **Responsible Party:** The designated individual or team responsible for receiving, investigating, and resolving complaints.

## 4. Complaint Lodging Process

- Complaints can be submitted in writing via email to [info@rideforfreedom.org](mailto:info@rideforfreedom.org).
- Complainants should provide sufficient details about the nature of the complaint, including relevant dates, individuals involved, and any supporting evidence.

## 5. Complaint Handling Process

- **Acknowledgement:** Ride for Freedom will acknowledge receipt of the complaint within two business days.
- **Investigation:** A comprehensive investigation will be carried out to gather relevant information and understand the context of the complaint.
  - **Upholding an Accurate Complaint:** If the investigation confirms the complaint is accurate and valid, acknowledge to the individual that their complaint has been upheld and it has been determined that the issue is genuine as they described.
- **Resolution:** Upon completing the investigation, Ride for Freedom will endeavour to find a satisfactory resolution that addresses the concerns raised in the complaint.
- **Communication:** The complainant will be kept informed of the investigation's progress and the steps taken to resolve the issue.
- **Resolution Timeframe:** We strive to resolve complaints within ten business days. If complexities arise that require additional time, the complainant will receive regular updates on the progress.

## 6. Confidentiality

- Complaints and related information will be treated confidentially and disclosed only to individuals directly involved in the complaint resolution process.

## 7. Appeals

- If the complainant is dissatisfied with the resolution provided, they may request a review. Such requests should be made in writing within five business days of receiving the resolution.

## 8. Learning and Improvement

- Feedback from complaints will be analysed for insights to enhance Ride for Freedom's services, processes, and operations.

## 9. Review and Update

- This Complaints Policy will be reviewed periodically to ensure its effectiveness and relevance. Necessary updates will be made in accordance with evolving best practices and organisational requirements.

## 10. Contact Information

For lodging a complaint, submitting feedback or seeking further information about our complaints process, please contact [info@rideforfreedom.org](mailto:info@rideforfreedom.org).

Name: Gordon Miller

Title: CEO

A square image containing a handwritten signature in blue ink. The signature is stylized and appears to be 'G. Miller'.

Signed:

Date: 26/9/23