



## Pedestrian Complaints Procedure

### Overview

Pedestrian aims to provide the best possible advice, support and services to adults and young people. Pedestrian Limited exists to serve our communities and to be accountable to its trustees, funders, Charity Commission and partners.

From time to time an individual or organisation may feel it has not had the best possible service that Pedestrian aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

### Conciliation

Anyone who is dissatisfied with any aspect of the work of Pedestrian should contact the Director in the first instance. The Director will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully this informal process can satisfy the majority of problems. The Director will reply to complainant within 14 days of receipt of complaint.

**Hema Mistry** (Director)  
Email: [hema@pedestrian.info](mailto:hema@pedestrian.info)  
Telephone (office hours): 0116 251 6207  
Mobile Telephone: 07873 222676

If the person making the complaint is not satisfied by the result of the above informal process, we would welcome them using the following more formal procedures:

## Formal Complaints Procedure

### 1 First Stage

1.1 Any complaint should be communicated to the Director of Pedestrian, or to a Trustee if the complaint is about the Director.





1.2 Pedestrian will acknowledge in writing (identifying the complaint) receipt of the complaint within 3 working days.

1.3 The Director (or Trustee) shall investigate all circumstances leading to the complaint and ensure that a Pedestrian Complaints Form is completed.

1.4 The Director (or Trustee) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within 21 days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

## **2. Second Stage**

2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to a Trustee of Pedestrian.

2.2 The Trustee shall undertake any further enquiries and report the decision to the complainant within thirty days.

## **3. Third Stage**

3.1 If the complainant is dissatisfied with the decision of the Trustee they have a right to put their case to the Chair.

3.2 The Chair should undertake an investigation of the complaint and produce recommendations for the Pedestrian Trustee Board.

3.3 The Pedestrian Trustee Board will take a final decision on the complaint.

All complaints and positive feedback to Pedestrian will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

Updated: December 2020

HM on behalf of the Trustees of Pedestrian





Pedestrian Limited

### Complaints Form

To proceed with a complaint please complete this form and return to the Director of Pedestrian. This form will enable the complaint to be dealt with appropriately.

Your name:	
------------	--

Your contact telephone number:	
--------------------------------	--

Your e-mail address:	
----------------------	--

Your Address:	
---------------	--

--	--

Postcode:	
-----------	--

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.





Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff wherever possible.  
Please continue on a separate sheet if necessary

If you have already verbally spoken to the staff member regarding your  
complaint please give the name of staff:

What do you think should be done to put things right?





Please note that in investigating your complaint Pedestrian Limited may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:	
-----------------	--

Date:	
-------	--

For Office Use
----------------

Outcome of the complaint:	
Date Acknowledgement Sent:	

Date Outcome of investigation Communicated to complainant:	
--	--


Director Signature:	
---------------------	--





Date:	
-------	--

