



## 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.

### Informal Complaints

These are concerns or issues raised by individuals in a less formal manner, often addressed quickly and directly. Informal complaints can be made verbally or through informal written communication, and may involve direct interaction with staff members.

- How to make an informal complaint:
  - Approach the staff member involved.
  - If the issue is not resolved, escalate the matter informally to the staff members line manager.
  - Informal complaints are usually resolved within a short period (e.g., within 5-10 working days), depending on the nature of the concern.
- Expected outcomes:
  - A timely and constructive response to resolve the issue.
  - Any necessary follow-up or action will be taken informally, without the need for a formal investigation.

### Managing Vexatious or Persistent/ Repeated Complaints

At Pedestrian, we are committed to handling all complaints fairly, respectfully, and in line with our complaints procedure. While we aim to maintain open communication with all stakeholders, we do not tolerate abusive, threatening, or disruptive behaviour toward staff.

A **vexatious complaint** is one that is made **maliciously, persistently, or without reasonable grounds**, often with the intent to harass, cause disruption, or burden the organisation rather than to resolve a legitimate issue.





Unreasonable behaviour includes, but is not limited to:

- Repeated or persistent complaints already addressed;
- Refusal to cooperate with the complaints process;
- Unreasonable demands on staff time;
- Use of abusive, offensive, or discriminatory language;
- Changing the complaint or adding irrelevant information during the process;
- Publicising complaints irresponsibly via social media or public platforms.

If a complainant's behaviour is deemed unreasonable, we may:

- Ask them to modify their behaviour;
- Limit contact through a communication plan;
- Involve the Chair of Governors or Headteacher for informal resolution where possible.

In serious cases of aggression, violence, or harassment, we may involve the police and consider barring the individual from Pedestrians premises.

## Conciliation

Anyone who is dissatisfied with any aspect of the work of Pedestrian should contact the Chief Executive Officer in the first instance. The Chief Executive Officer 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 Chief Executive Officer will reply to complainant within 14 days of receipt of complaint.

**Hema Badger-Mistry** (Chief Executive Officer)

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 Chief Executive Officer of





Pedestrian, or to a Trustee if the complaint is about the Chief Executive Officer.

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

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

1.4 The Chief Executive Officer (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: August 2025

DA on behalf of the Trustees of Pedestrian

Pedestrian Limited





## Complaints Form

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

Your name:	
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Your contact telephone number:	
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Your e-mail address:	
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Your Address:	
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Postcode:	
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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:	
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Please give details of your complaint, stating names of staff wherever
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possible. Please continue on a separate sheet if necessary

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

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

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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:	
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Date:	
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For Office Use
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Outcome of the complaint:	
Date Acknowledgement Sent:	

Date Outcome of investigation Communicated to complainant:	
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Chief Executive Officer Signature:	
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Date:	
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