



Customer Complaints Policy

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At Bike for Good, we want to fulfil and exceed your expectations. Without your support, we would not be able to continue to work towards our mission.

We know that there may be times when we do not meet our own standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously, and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

How can you tell us your thoughts?

You can decide exactly how you would like to get in touch with us:

You can call us on 0141 248 5409. One of our friendly staff will be willing to help or direct you to the relevant person. The best time to call is Tuesday to Friday between 9.30am to 5pm.

You can email us at glasgow@bikeforgood.org.uk

Or you can write to us at:

Bike for Good
65 Haugh Road
Glasgow G3 8TX

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

Whatever method you choose, the matter will be dealt with the same way.

What happens next?

We will respond to your complaint within 5 working days informing you who is dealing with it and how long it is likely to take.

We aim to respond to complaints within 14 working days. However, some complaints take longer to investigate and when they do, we will contact you to advise you when you can expect a response from us.

All comments and complaints will be recorded by Bike for Good and used to help us improve our services.

What if I'm unhappy with the response?

If you have made a complaint and are unhappy with the response you receive, you can write to the Chief Executive, who will look at the situation and decide if further action is needed.

If you are still unhappy, you can write to the Chair of Bike for Good, who will look at the situation again and decide if any further action is needed.

You can contact the Chief Executive and Chair at the details above. Emails should include in the subject line FAO the CEO / the Chair as appropriate.

Scottish Charity Regulator

If you have a concern about the way a Scottish charity is being run, you can submit a concern to OSCR. Bike for Good's Charity Number is: SC042707 [Further details on how OSCR deals with concerns and inquiries.](#)