

Complaints Policy & Procedure

July 2026

Introduction

Campaign for Better Transport is committed to providing high-quality services to users and members and welcomes feedback on all aspects of our services.

The objectives of this Complaints Policy are to:

- Explain how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently and fairly within clear time frames
- Provide a fair and effective way to make a complaint
- Ensure complaints are monitored regularly to improve our services.

Definition of a complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

This Complaints Policy and Procedure relates only to complaints received about Campaign for Better Transport and its services/activities.

The purpose of this procedure is to enable people using our services or taking part in our activities to be heard when they feel things have gone wrong. Campaign for Better Transport recognises that everyone has the right to make complaints and that valuable lessons can be learnt from them. Your complaint may well improve things for everyone. Whatever the reason for the complaint, Campaign for Better Transport wants to put mistakes right quickly and improve our service to you.

Complaints Procedure

Campaign for Better Transport recognises that making a complaint can be a difficult thing to do and is committed to making this process as easy as possible for you and to investigate and deal with complaints in a sensitive and appropriate way. Complaints will remain confidential, with only those who need to know being informed of the situation. Every effort will be made to ensure that the person(s) involved in carrying out any investigation of your complaint will be impartial. They will follow the procedures detailed here in order to ensure that your complaint is dealt with in an objective and just way.

All correspondence should be sent to the appropriate named person (as detailed in this procedure).

Complaints will be viewed annually to ensure that there isn't a common pattern. If there is, further action will be taken to resolve this.

1. If any person using Campaign for Better Transport's services wishes to make a complaint, they should do so informally, in the first instance, to the person providing the service they want to complain about. Tell them the problem and they will try and resolve it.

2. If the complaint isn't dealt with to the satisfaction of the complainant or the nature of the complaint is such that they do not feel it is appropriate to complain to the person they usually deal with, write to or email Campaign for Better Transport's Chief Executive (CEO), providing full details of the issue(s) they wish to complain about. The complaint will be logged.

Chief Executive's investigation

1. Following stages 1-2 above, the CEO will acknowledge receipt of the written or verbal complaint by responding by letter or email to the complainant within five working days from the date of receiving the complaint.
2. The CEO will arrange for an appropriate investigation to be made of the circumstances of the complaint.
3. The person looking into the complaint will not have been involved in any way with the complaint.
4. If the CEO is the subject of the complaint, the complainant should write to the Chair of the Board of Trustees.
5. Once a complaint has been investigated, Campaign for Better Transport aims to give the complainant a full reply within 30 working days. If, during the investigation, it is identified that it will not be possible to prepare a response within this timescale, the reasons for the delay should be communicated in writing to the complainant, giving an indication as to when the full response will be forthcoming.
6. If, after Campaign for Better Transport has responded, the complainant is not satisfied, the complainant should write to the Chair of the Board of Trustees, who will report the matter to the next meeting of Trustees, which will decide on further steps needed to resolve the matter.

Fundraising Complaints

If you are dissatisfied with the outcome of the investigation in relation to a fundraising issue you can refer your complaint to the Fundraising Regulator, providing you do so within two months of the outcome of the investigation.