



# outdoormobility

MAKING AMAZING PLACES ACCESSIBLE

## Complaints Policy

Outdoor Mobility (OM) aims to provide high quality services which meet your needs. However, if we should, in your opinion, fall short of the high standards we set, please let us know. You can contact us via our website or by telephone, letter or email.

With this policy, we hope:

- To improve the quality of the services Outdoor Mobility provides
- To improve our relations with our service users
- To encourage best practice by Outdoor Mobility staff

OM seeks to provide a consistent, positive and fair process for handling all formal complaints whether or not they are justified.

We pledge to deal with all complaints promptly and in a structured manner. OM also undertakes to ensure that the outcome of a complaint will, if the complaint be upheld, form the basis of a process to improve the service provided: that this will be a monitored and evaluated process.

## Our commitment

A complaint either verbal or written will be investigated and a written reply sent to you within 28 days.

You have the right, if dissatisfied with the results of the inquiry, to put your case personally to the Board of Trustees.

All complaints will be recorded in the Complaints File and the Board of Trustees will be informed of the number and nature of any complaints and the action taken to allow Outdoor Mobility to improve its services.

## Our Approach

Everyone should feel free at any time to make comments, complaints or suggestions about Outdoor Mobility

Outdoor Mobility values comments and suggestions.

Outdoor Mobility welcomes constructive criticism as an opportunity to learn.

Outdoor Mobility will listen and take a note of any complaints in a non-judgemental and courteous way.



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We will keep a record of all complaints, their outcomes and the reasons for the decisions made, and use them to learn how we can improve our service and the experience of our users and supporters.

Everyone should feel free at any time to make comments, complaints or suggestions about Outdoor Mobility.

If you feel that you wish to make a comment, complaint or suggestion this should be submitted to Chair of the Board of Trustees either by email or by post.

Chair of the Board of Trustees  
Outdoor Mobility  
Ground Floor  
Derwent House  
Wakefield Rd  
Cockermouth CA13 0HS

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Board of Trustees