

CTA Complaints Procedure

Our Commitment

At the Community Transport Association (CTA), we are committed to providing an excellent and fair service to everyone we work with. We know that sometimes things can go wrong, and when they do, we want to make it easy to raise concerns with us.

This policy explains:

- how to make a complaint,
- how CTA will handle it, and
- how we learn from feedback to improve what we do.

This procedure is available on our website, is covered in staff and trustee inductions, and will be shared with anyone who makes a complaint.

Our Aims

Our complaints procedure is designed to make sure that:

- Complaints are handled promptly, fairly, and at the right level in the organisation.
- Everyone making a complaint knows what to expect and how their concern will be handled.
- We learn from complaints to continuously improve our work and services.

What We Mean by a Complaint

A *complaint* is when someone tells us they are unhappy or concerned about something we have done (or not done), and they would like us to respond or take action. You can make a complaint **in writing, by email, or verbally** - for example, over the phone or in person. If you need support to make your complaint (for example, because of a disability, communication difficulty, or language need), we will work with you to find the best and most accessible way to do this.

Please note that this does **not** include minor issues or informal comments where a simple fix can be made straight away.

Our Approach: Transparency and Respect

We handle all complaints with **openness, fairness, and confidentiality.**

We will:

- Keep you informed about the progress of your complaint.
- Be honest about what we can and cannot share, especially if it involves personal or confidential staff matters.
- Respect your privacy - only you (the complainant) will receive updates on your case.

There are times when legal or employment rules mean we can't share all details. If that happens, our Chief Executive will explain why as clearly as possible without sharing restricted information.

How to Make a Complaint

If you would like to make a complaint, please write to us by **email or post.**

Your complaint should include:

- What happened and why you are unhappy, and
- What you think would help resolve the issue.

Please send your complaint to:

Noeleen Lynch

Operations Director and Head of Training

noeleen@ctauk.org

Community Transport Association, 91 Princess Street, Manchester, M1 4HT

We will acknowledge receipt of your complaint within a few working days. All complaints are treated in confidence.

If you need support to make your complaint (for example, because of a disability, communication difficulty, or language need), we will work with you to find the best and most accessible way to do this.

How CTA Handles Complaints

Stage 1: First Review

Your complaint will be referred to the most appropriate Director. If your complaint involves that Director, it will be referred to another member of the leadership team.

You will receive a written response within **28 days** of us receiving your complaint. If we need more time, we'll let you know why and when you can expect a full response.

Stage 2: Second Review

If you're not satisfied with the first response, you can ask for a second review. This will be handled by the **Chief Executive**.

You will receive a written response outlining any changes or next steps. This is usually CTA's final position.

If there are other ways to take your complaint further - for example, through the **Charity Commission** or **Companies House** - we'll explain these options clearly in our response.

Stage 3: Board Review (Procedure Only)

If you believe the complaints procedure itself hasn't been followed correctly, you can ask for this to be discussed by the **Board of Trustees**. The Board will not reconsider the complaint itself but can make sure the process has been applied properly.

Complaints involving CTA Staff or Leadership

If a complaint relates to a member of the CTA team, we will ensure it is handled fairly and at the appropriate level.

- If the complaint involves a staff member, it will be referred to a **Director** who is not connected to the issue.
- If the complaint involves a Director, it will be escalated to the **Chief Executive**.
- If the complaint involves the Chief Executive, it will be escalated to the **Chair**.

Withdrawing a Complaint

If at any point you wish to stop your complaint, you can let us know in writing. The CTA may still choose to complete an investigation if the issue is serious or affects others.

Learning and Accountability

- The **Governance Sub-Committee** receives an annual report summarising complaints and any lessons learned.
- The Sub-Committee can ask for more frequent reports if needed.
- We value feedback from anyone who has used our complaints process and your experience helps us improve and strengthen our work across the community transport sector.

Our Values in Action

This policy reflects CTA's values of Leadership, Integrity, Equity, Excellence and Environmental sustainability. We see every complaint as a chance to listen, improve, and strengthen trust with our members, partners, and communities.