Complaints Procedure

British Cycling is a member-based not for profit organisation and our mission is to achieve sporting success on the world stage, grow and effectively govern cycle sport and inspire and support people to cycle regularly. We want to make cycling the nation’s most successful sport and favourite physical activity, to be a world class sport governing body and the membership organisation of choice for cyclists in Britain.

We are committed to delivering outstanding services and want to be recognised as a customer-focused, positive and responsive service organisation.

Making a Complaint
If you are unhappy with any aspect of our work, including the services that we deliver, and would like to submit a complaint, you can do so by writing to us:

By Email to: complaints@britishcycling.org.uk

By Post to: The Company Secretary
British Cycling
National Cycling Centre
Stuart Street
Manchester
M11 4DQ

Dealing with your Complaint
We welcome all feedback and recognise complaints as a potential opportunity to improve and develop the services we provide.

We will aim to acknowledge all complaints on the day that they are received and provide a written response within 14 days. If necessary, and as promptly as possible, we will investigate the cause(s) of your complaint and if we are unable to respond to you within 14 days we will inform you of what progress has been made and advise you of when we expect to be able to provide you with a response.

Escalating your Complaint
Stage 1: If you are not satisfied with our response you can ask us in writing to refer your complaint to the relevant Head of Department who will review the response and aim to provide you with a further response within 14 working days of the referral.
Stage 2: If following review from the relevant Head of Department, you still remain unsatisfied with the response, your complaint will be escalated to the relevant Director for investigation, who will aim to provide you with a final response within 14 days.