

Cycling UK's Step-by-Step Guide to Resolving Issues within a Cycling Group



Cycling groups have traditionally offered advice and support for their members on an informal basis, which sometimes goes above and beyond that given during cycling activities. Cycling UK recommends, therefore, that every group should appoint a Welfare Officer, who should remain impartial.

If issues arise where an individual's behaviour causes disruption; for example, by their poor behaviour on a ride, the Welfare Officer should take the following steps:

Step 1.

If the problem does NOT concern safeguarding issues such as sexual or racial harassment or child protection, please attempt to resolve the issue informally if possible. See separate step-by-step for details of how to report safeguarding concerns.

Step 2.

Discuss the matter confidentially and individually with all parties concerned. Take advice from the group committee where necessary.

Step 3.

If the issue cannot be resolved informally, call a committee meeting to discuss it and present a formal response on behalf of the group.

Step 4.

If the situation is still not resolved, the issue should be treated as a formal complaint under Cycling UK's Complaints Procedure. Contact the Head of Volunteering at Cycling UK, who will then investigate the situation.

Step 5.

Please also complete an Accident/Incident Report form and return to Cycling UK National Office marked CONFIDENTIAL – FOR THE ATTENTION OF THE HEAD OF VOLUNTEERING with as many details as possible. For any safeguarding issues, see separate safeguarding step-by-step and report form.