**Complaints** **Procedure**

In the event that any "User Group" or "Individual" has a specific complaint regarding any aspect of Four Towns & Vale Link Community Transport, we have a set procedure to follow. This is to ensure that an independent member of the Management Committee deals with each complaint.

*Anyone telephoning the office to complain will be directed to the correct procedure. We hope that by putting this procedure in place, the User Groups and Individual Members of Four Towns & Vale Link Community Transport will feel assured that any complaints are dealt with and not ignored by the Management Committee. (You can telephone us on 01454 419372.)*

Therefore, if you do wish to make a complaint please put it in writing, and send it to us via either of the following ways:

1. Email; info@4tvl.org.uk
2. Post;

Office Manager

Four Towns and Vale Link Community Transport

Ground Floor, Unit 9

Pinkers Court

Briarlands Office Park

Gloucester Road

Rudgeway

Bristol

BS35 3QH