



## **WEYMOUTH BIDS COMPLAINTS PROCEDURE.**

All complaints are to be submitted in writing to The BID Manager Weymouth Bid.

In the event that a complaint is in relation to a member of staff or the BID Manager the complaint is to be directed to The Chair.

We will acknowledge all complaints in writing or by email within 5 working days and aim to provide a full response within 4 weeks. In the event that further information needs to be sought, an interim update will be provided which will detail what length of time is likely before a full response is issued.

We will endeavour to resolve any complaints as swiftly as possible where it is straightforward and easily resolved.

We will fully investigate and in the event that a mistake has been made we will seek to try to put this right.

We will keep a complaint log of all complaints received and responses provided.

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