



## COMPLAINTS

If you're a levy payer who isn't happy with the services provided by "We Are Weymouth", here are some steps you can take:

**Online levy payer area.** All levy payers are encouraged to visit the [Weymouth BID](#) website where you'll be able to access an expanding range of information, such as details on Board members, the business plan and annual reports, minutes of BID Board Meetings and governance records.

**Payments:** If you have questions about your levy or are experiencing difficulty with paying your levy, please [contact Dorset council](#) to arrange a suitable repayment scheme.

**Levy Payer communication:** All levy payers are encouraged to [sign-up](#) to the newsletter to be updated on how the BID uses the collective levy for marketing, improving and shaping the town.

**Contact Directly:** If you have a general complaint, you should contact the BID office directly by email at [info@weareweymouth.co.uk](mailto:info@weareweymouth.co.uk). Remember, it's important to communicate your concerns in a constructive manner. This will help "We Are Weymouth" understand your issues and work towards resolving the matter.

**Surveys:** "We Are Weymouth" occasionally conducts surveys for BID Levy Payers which is shared on the newsletter and through the "We are Weymouth business" Facebook page. This could be a good opportunity to voice your concerns and provide feedback.

If you need further assistance, feel free to ask.

If your complaint with "We Are Weymouth" is still not resolved, you can escalate it further. Here are the steps you can follow:

**Contact the CEO directly:** The best way to sort out many problems is to contact the CEO directly. Contact details are available in letters or emails that have been sent to you or email [dawnrondeau@weareweymouth.co.uk](mailto:dawnrondeau@weareweymouth.co.uk).

**Formal Complaint:** If you are still unhappy, after following this procedure then you can make a formal complaint. To make a formal complaint, submit this [form](#). A response will follow within 10 working days.