

The Military Vehicle Trust

COMPLAINTS PROCEDURE

Our commitment to you

The Military Vehicle Trust (MVT) aims to be high quality organisation, we believe we achieve this most of the time: **if we are not getting it right please let us know.**

In order to ensure the quality of our organisation remains at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the MVT.

If you are not happy with the MVT we want to hear about it, without your feedback we cannot improve.

How the system works

At the MVT we have a dedicated complaints co-ordinator who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

How to make a complaint

If you are unhappy about any aspect of the MVT, please see the contact page on our website to contact a Trustee.

If you are unhappy with an individual in the MVT sometimes it is usually best to let the person know, either by telephone, letter or in person. If you feel this is difficult or inappropriate please contact the General Secretary by calling 0333 321 8977 and selecting option 2 to leave a message or by emailing report@mvt.org.uk

Often we will be able to give you a response straight away.

When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, or you don't know who best to contact, you can write directly to:

The Military Vehicle Trust
Shorrock House
1 Faraday Drive
Fulwood
Preston PR2 9NB

The Complaints Co-ordinator will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent a letter confirming that the complaint has been received and telling you the complaint number and the name of the person who is dealing with your complaint. You will receive a written acknowledgement of your complaint within three working days of its receipt.

Our aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.



www.mvt.org.uk

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If you are not satisfied with the outcome

If you are not satisfied with the outcome let the Complaints Co-ordinator know. The complaint will be progressed so that the Chair can investigate it for you. The Chair will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback and would also like to hear from you about what you think we do well.