

# COMPLAINTS PROCEDURE

If you are unhappy with an individual within the MVT it might be best to let that person know, either by telephone, letter or in person. If you feel this is difficult or inappropriate please contact the **General Secretary** either by emailing [gensec@mvt.org.uk](mailto:gensec@mvt.org.uk) or by phoning **0333 321 8977** and select **Option 2**.

## The MVT's commitment

The Military Vehicle Trust (MVT) takes its responsibilities seriously and believes we achieve this most of the time. **If we are not getting it right please let us know.** 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 the General Secretary will make sure that all complaints are logged and actioned, and 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 above.

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

## Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, you can write directly to:

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

The General Secretary 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 name of the person who is dealing with your complaint. You will receive a written acknowledgement of your complaint within fourteen working days of its receipt.

## If you are not satisfied with the outcome

If you are not satisfied with the outcome, let the General Secretary know. The complaint will be progressed so that the Chairman can investigate it for you. The Chairman will report the matter to the next meeting of the Council of Management, which will decide on any further steps to resolve the situation.

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