



MVT

Complaints Policy

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Previous Versions

Version	Date	Author	Reason
1.01	February 2020	S Bromley S Johnson	Policy Initiated
1.02	November 2025	S Bromley	Updates and reformat



MVT Complaints Policy

Context: The Military Vehicle Trust is the World's largest organisation of ex-military vehicle owners and enthusiasts and is dedicated to "keeping our mechanical veterans alive". We have been a Registered Charity since 1987 and our Charitable Purposes are set down in a document called our "Memorandum of Association".

The Trust is established for the purpose of restoring and preserving military vehicles of historical interest and the preservation of books, drawings, records, documents, sound and visual recordings, films, photographs and other media and ephemera relating to such vehicles, their history and development, and promoting and encouraging the same aim in others.

Our Core Values are summarised in our three aims:

Conserve and Restore, Educate and Inspire and Honour and Respect

This policy sets out the MVT's commitment to dealing with complaints.

1. Introduction

The Military Vehicle Trust (the trust) aims to be high quality organisation. We believe we achieve this most of the time but 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, the trust has a procedure through which you can let us know of any reason you are not satisfied with your dealings with the MVT.

2. How the system works

The trust has 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.

3. How to make a complaint

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

If you are unhappy with an individual in the trust sometimes it is usually best to let that person know, either by telephone, email, 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 6 to leave a message or by emailing report@mvt.org.uk. Often, we will be able to give you a response straight away, but if the matter is more complicated, we will give you at least an initial response within five working days.

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

Military Vehicle Trust, Shorrocks 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 contacted 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 five working days of its receipt.

The trust aims to investigate your complaint properly and give you a reply within 10 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.

4. 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. However, if your complaint relates to the Chair, then another Trustee will be assigned.

If you are still not happy with the outcome and the issue is one that could seriously harm, then the matter should be reported to the Charity Commission. Examples of serious harm include someone's health or safety is in danger; a criminal offence (eg theft, fraud or financial mismanagement); if the charity is promoting extremist views; if the charity has lost charity funds (eg more than 20% of its income or more than £25,000); or if the charity fails to meet its legal obligations (eg if someone uses the charity for significant personal advantage).

5. Acting on results

The trust will do everything it can to put things right and will review our procedures where necessary to stop problems happening again.

6. Policy Updates

From time to time the trust will review this Policy, and any changes will be posted on the trust's website.