**Complaints Procedure**

BSTC hope you will enjoy your time at our Markwell Pavillion Centre with no problems. However, we accept that from time to time issues may arise. We aim to resolve these as quickly and efficiently as possible.

If you have a complaint or issue regarding your hire, you should use the following Complaints Procedure.

**Stage 1: Initial Complaint.**

Initially you should contact Bishop’s Stortford Town Council via the following methods:

**Email: anne.shirley@bishopsstortfordtc.gov.uk**

**Telephone: 01279 712146**

Bishop’s Stortford Town Council will investigate the issue and aim to solve the problem as quickly as possible.

If your hire is during Weekday Office Hours, you must contact us immediately so we have a chance to solve the problem.

If you are unhappy with the decision made by Bishop’s Stortford Town Council, you can progress your complaint via the following method.

**Stage 2: Initial Investigation.**

If you are unhappy with the decision made by Bishop’s Stortford Town Council, you may further your grievance by making a Formal Complaint via the following

**By email: *cc.complaints@bishopstortfordtc.gov.uk*** with **‘Complaint’ in the subject**

***We recommend that complaints are made via email, so we can respond quicker.***

**By Letter:** Bishops Stortford Town Council, The Old Monastery, Windhill, Bishop’s Stortford, Hertfordshire, CM23 2ND

**By Phone:** **01279 715000**

(You will be required to confirm your complaint and provide any evidence in writing.)

BSTC will ensure that an appropriate person investigates your complaint. Any investigation will be fair on both sides. It will be unbiased and will take into account all relevant facts and be treated confidentially.

**When we receive a complaint, we will try and sort it out within 14 days of receipt and report back to you of our initial investigation and intended actions, if appropriate.**