

Complaints Procedure

Chippenham Link Transport Scheme provides a volunteer service to those in need in our communities and the management committee, coordinators and volunteers aim to provide a quality service at all times. If at any time you are not satisfied, please use the following guidelines to make your complaint.

In the first instance please telephone the Chippenham Link coordinator on 01249 461881 to discuss the issue and resolve it if possible. The coordinator will record the complaint and the solution if it has been possible to reach one and will pass the details to the Chair of the Management Committee.

If it has not been possible to resolve the issue on an informal basis the Chair of Chippenham Link may wish to telephone you or arrange a meeting to confirm the details of the complaint and try to resolve it. They will inform the volunteer of the complaint and take their views into account as appropriate. The Chippenham Link Scheme may advise the Link Development Team.

Once the issue is resolved you will receive a written record of the original complaint and the outcome unless you indicate that you do not require this. The initial complaint may be made to the Chair of the Management Committee if you prefer. Unless you are advised otherwise the complaint will be dealt with within 7 working days.