



Blackpool Business Improvement District Limited (BIDs) Complaints Procedure

1. Introduction

Blackpool BIDs is committed to providing a high-quality service to all our stakeholders. We value feedback and aim to resolve any complaints promptly and fairly.

2. How to Make a Complaint

If you have a complaint, please contact us by email in the first instance.

admin@blackpoolbid.org

3. Information to Include

When making a complaint, please provide the following information:

Your name and contact details

Details of your complaint

Any relevant documents or evidence

What you would like us to do to resolve the issue

4. Acknowledgement

We will acknowledge receipt of your complaint within 7 working days. This acknowledgment will include the name and contact details of the person handling your complaint.

5. Investigation

Your complaint will be investigated by a senior member of our team. We aim to complete the investigation within 10 working days from the date of receipt. If more time is needed, we will inform you of the expected timeframe.

6. Response

Once the investigation is complete, we will provide a written response detailing:

The findings of the investigation

Any actions we will take to resolve the issue

Any changes we will make to prevent similar issues in the future

7. Escalation

If you are not satisfied with our response, you can escalate your complaint to the Board of Directors. Please contact us in writing, explaining why you are not satisfied and what



outcome you are seeking.

8. Final Decision

The Board of Directors will review your complaint and provide a final decision within 20 working days. This decision will be communicated to you in writing.

9. External Review

If you remain dissatisfied after the final decision, you may seek an external review from an appropriate regulatory body or ombudsman.

10. Continuous Improvement

We use feedback from complaints to improve our services. All complaints are recorded and reviewed regularly to identify trends and areas for improvement.