

## Green Community Travel Limited

### Complaints Procedure

In the event that any “User Group” or “Individual” has a specific complaint regarding any aspect of Green Community Travel Limited, the following procedure should be followed.

The complaint needs to be in writing and sent to the office for the attention of The Manager,

Green Community Travel Limited  
The Yard, 390 North Road  
Yate  
Bristol  
BS37 7LW.

The envelope must be marked “Private and confidential” and will be passed to the Manager and subsequently to the Management Committee Officer.

A Management Committee Officer will then independently investigate the complaint thoroughly.

Please note:

Anyone phoning the office to complain will be directed to the correct procedure.

This procedure ensures that the User Groups and Individual Members of Green Community Travel Limited will feel confident that all complaints are dealt with and not ignored by the Management Committee.

Jenny Bright  
Manager

March 2015  
Reviewed Feb 2023