

Kendal Business Improvement District - Complaints Procedure

Background

Kendal Business Improvement District is run by the member elected board of Directors of Kendal BID Ltd, a not for profit limited liability business.

Kendal BID Ltd is a private sector ltd company It is not governed or controlled by Cumbria County Council, South Lakeland District Council or Kendal Town Council. In the event of them receiving a complaint from a levy payer or partner it is assumed those councils will pass that complaint to Kendal BID Ltd for consideration.

Malicious and/or libellous complaints that have no grounding will be defended vigorously and may lead to formal action against the individual who is seeking to discredit, or slander Kendal BID Limited, it's Manager or its Directors. In a similar vein anonymous complaint will be regarded as unsolicited mail and deleted.

If you have a complaint about Kendal BID, its Manager or Directors we want to hear from you, it will receive due consideration and where felt appropriate remedial action will be taken.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- A BID Levy Payer
- Partner.

Objective.

Kendal BID LTD wants to deal with any complaint promptly in the hope of resolving it as soon as possible. The preferred remedial route is via discussion and dialogue.

How to complain

In the first instance please contact us directly by email kendalbid@btinternet.com or by post to Kendal BID c/o Fantastic Kendal 26-28 Finkle Street, Kendal LA9 4AB

If you are not satisfied or do not want the informal process, you might prefer to follow the formal complaint procedure.

In which case, put down your complaint in writing, enclose copies of any evidence and send it by Recorded Delivery to:

The Chair of Kendal BID Ltd (private and confidential)
c/o Fantastic Kendal 26-28 Finkle Street, Kendal LA9 4AB

A formal complaint will be referred to the full BID Board at the next Board meeting, in which case it may take up to 35 days to respond to the complaint.

If a criminal offence is alleged, then you should inform the police immediately.

What happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint. You may be interviewed by the person investigating the complaint on behalf of Kendal BID.

You will receive an indication of time to reply to the complaint, bearing in mind frequency of Board meetings and the time required to gather information.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.