



## Complaints Procedure

It is the aim of the scheme to ensure that all applicants / clients and service providers understand the aims of the scheme and how it works in order to prevent misunderstandings that can lead to complaints.

However, should any applicant, client or service provider feel that they have a complaint that requires addressing they should in the first instance raise it verbally with the Moped Loan Project Co-ordinator.

It is hoped that at this stage the Co-ordinator will be able to explain any misunderstandings and be able to reach an amicable solution with the complainant.

Should the complainant not feel satisfied with the explanation or the solution provided, they should write to:

East Surrey Rural Transport Partnership,  
Tandridge District Council Offices,  
8 Station Road East,  
Oxted,  
Surrey RH8 0BT

Specifying the exact nature of their complaint including dates and all relevant information and/or material.

The East Surrey Rural Transport Partnership Complaints Board will investigate their complaint and when deemed appropriate interview relevant parties and inform the complainant of their conclusion in writing not later than six weeks from the date of the complaint first being made to them.