



# THE SHILLINGSTONE RAILWAY PROJECT

SUPPORTED BY THE NORTH DORSET RAILWAY TRUST

Shillingstone Station St Patrick's Industrial Estate Station Road Shillingstone  
Blandford Forum Dorset DT11 0SA Telephone : 01258 860696  
[www.shillingstone-railway-project.org.uk](http://www.shillingstone-railway-project.org.uk)

## COMPLIMENTS AND COMPLAINTS POLICY

The North Dorset Railway Trust continuously tries to improve and we value any feedback that will help us to do this. There are several ways you can give us feedback: either speak to one of the trustees or volunteers, email, or write to us at the station.

### Compliments and Comments:

If you are happy with your experience of the NDRT or have any comments we would like to hear from you.

### Complaints:

You can also let us know if you are unhappy with your experience of the NDRT. We take feedback seriously and will take action when appropriate to do so.

### How to make a complaint:

The first thing to do if you are unhappy about any aspect of our services is to speak to or email the individual(s) concerned or their line manager. They will try to resolve your concerns immediately.

If you do not wish to make your complaint in person, you have the option of emailing, or writing to us at -

Shillingstone Station,  
Station Road,  
Shillingstone,  
Blandford,  
Dorset DT11 0SA  
Tel: 01258 860696

[info@shillingstone-railway-project.org.uk](mailto:info@shillingstone-railway-project.org.uk)

### What you can do to help us deal effectively and quickly with your complaint:

1. Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
2. Give your name and preferred contact details: this is essential as we will not investigate anonymous complaints.
3. Let us know if you have already reported the complaint, and if any action was taken previously.

### What we will do to help resolve your complaint:

Your complaint will be assigned to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate with you to try and resolve the issue.

*Agreed by the trustees on 18.11.17*

*This policy to be reviewed and updated as and when required*