

Complaints Policy

As a representative organisation for business we are committed to providing excellent service, but we recognise that sometimes things may go wrong. This policy outlines how we handle complaints fairly and efficiently.

How to Make a Complaint

Complaints can be made via the Harrow Town Centre BID website, in writing, by email, or by phone. Please provide:

- Your name and contact details
- A clear description of the issue
- Any relevant supporting documents

Acknowledgement

We will acknowledge receipt of your complaint within 48 hours.

Investigation

We will investigate your complaint thoroughly and aim to provide a response within 14 working days. If more time is needed, we will inform you of the delay.

Contact Details

Ms Louise Baxter
BID Manager
Harrow Town Centre BID Company Ltd
Management Suite
St George's Shopping Centre
St Anns Road
Harrow HA1 1HS

Tel: 020 8863 9933

info@ha1bid.co.uk