



# Trowbridge Information Centre

## Complaints Procedure

*We are constantly striving to exceed our customers' expectations. We welcome all comments, and complaints: you can provide feedback to any member of our Customer Service team via email to [info@trowbridge.gov.uk](mailto:info@trowbridge.gov.uk). Any complaints will be acknowledged within one working day. We aim to resolve any such complaints immediately: some may take longer to address. In any such instances, we will keep the customer informed of any progress made, and on its completion. From receiving the initial complaint, we will strive to bring about a solution within 10 working days.*

*If we receive a complaint regarding lack of available information, we will use any and all resources available to us to attempt to obtain that information: if we are still unable to that information, we will refer the customer to the relevant person/s or organization.*

*In the event of an unanswered query, we will use all available resources to ensure our customer receives the required response.*

*In the event of any query regarding the handling fee on any transaction for Town Council or Civic Centre events, it should if necessary be explained to the customer that this charge contributes to our income which in turn helps to recoup Town Council expenditure.*

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### Contact Us

Trowbridge Town Council, The Civic Centre,  
St. Stephen's Place, Trowbridge BA14 8AH

**T:** 01225 765072  
**W:** [trowbridge.gov.uk](http://trowbridge.gov.uk)  
**E:** [info@trowbridge.gov.uk](mailto:info@trowbridge.gov.uk)