



## **River Findhorn District Salmon Fishery Board**

Clerk: Anthony Laing Administrator: Clare Walker

Fisheries Office, Logie Steading, Dunphail, Forres, IV36 2QN

07501767801

[admin@fnlrt.org.uk](mailto:admin@fnlrt.org.uk)

<https://www.fnlrt.org.uk/fisheries-boards/river-findhorn/>

### **Findhorn District Salmon Fishery Board**

#### **General statement on complaints**

- All complaints will be treated seriously, whether they are made by telephone, by letter, or by email.
- Complainants will be treated with courtesy and fairness at all times.
- All complaints will be treated in confidence within the Board\*.
- Complaints will be dealt with promptly. Written complaints will be acknowledged within five working days of receipt and normally followed by a full reply within twenty working days. If a full reply cannot be provided within 20 working days of receipt, the reason will be explained and notification provided as to when a reply will be forthcoming.
- The number of complaints received, a statement as to the nature of each complaint and how it was disposed of will be published in our annual report.
- All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998

#### **Complaints Procedure**

Any complaint should be addressed to the Administrator to the Board. Complaints can be made by:

- Telephone: 07501767801
- Email: [admin@fnlrt.org.uk](mailto:admin@fnlrt.org.uk)
- By letter: Fisheries Office, Logie Steading, Dunphail Forres IV36 2QN

A two-stage complaints procedure is in place. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

#### **Stage 1**

This is the first opportunity for the Board to resolve a complainant's dissatisfaction, and most complaints should be resolved at this stage. In the first instance, in the first instance the Findhorn Nairn & Lossie Fisheries Trust Director or Clerk will investigate. This gives the Board the opportunity to resolve and correct any resulting disadvantage (upholding the complaint); or establish that the action of the Board was correct thereby enabling the Board to explain this to the complainant (not upholding the complaint).

#### **Stage 2**

If the complainant is dissatisfied with the stage 1 response they may request a review by the full board and it would be expected that this would be discussed at the next scheduled meeting of the Board. Given the confidential nature of complaints, the Board might elect to hold this meeting, or part thereof, in private. In this instance the complainant will be given the right to attend the meeting.

## Indicative timescales for handling a complaint

### Stage 1 - maximum 20 working days

- Acknowledgement within 5 working days
- Full response within 20 working days

### Stage 2 – timing will depend on the scheduling of the next Board meeting

- Acknowledgement within 5 working days, with notification of the date and location of the meeting at which the complaint will be discussed

### Extending time limits

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.