

Ythan District Salmon Fishery Board Complaints Handling procedure;

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 and a full reply within 20 working days of receipt. 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 Clerk to the Board. Complaints can be made by:

- Telephone: 01651 851664
- Email: clerk@ythan.co.uk
- By letter: Ythan District Fishery Board, Estate Office, Mains of Haddo, Tarves, Ellon, AB41 7LD

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, the clerk will investigate the nature of the complaint in conjunction with the convener of the board. 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.

NOTES;

Record keeping

A record will be maintained which sets out the number of complaints received; the nature of the complaints and the outcome of the complaints.

Reporting

The Ythan District Fishery Board will report the number of complaints and a statement as to the nature of each complaint and how it was disposed of as part of the annual report.

This will detail:

The number of complaints received, from telephone, e-mail or post and show

- (a) How many complaints were dealt with in category 1 and how many in category 2
- (b) The category of those complaining (eg proprietor, angler, netsman, members of the board, other boards or other interested party)
- (c) The response to complaints in terms of time to response
- (d) The outcome (number upheld, number partially upheld or number not pursued after registration).
- (e) Details of the nature of each complaint

