

River Girvan District Salmon Fishery Board

COMPLAINTS PROCEDURE

1. 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.
- 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 2018

2. Complaints Procedure

2.1 Any complaint should be addressed to the Clerk to the Board as follows:

By telephone, letter or Email:

Direct: +44 (0)1290 518130 Mobile: +44 (0)7894 264044

Mr Stuart Brabbs, Clerk to the River Girvan District Salmon Fishery Board

c/o Ayrshire Rivers Trust, 2 Crosshill Cottages, Near Mauchline KA5 5HJ

clerk@rivergirvandistrictsalmonfisheryboard.co.uk

2.2 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.

2.3 **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 Chair 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).

2.4 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.

2.5 It should be noted that if the complaint relates to the Clerk of the Board, the complaint should be made directly to the Chair, for consideration by the Board.

Indicative timescales for handling a complaint:

Stage 1 – anticipated 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.

Full response within 10 working days after next Board meeting.

3. 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.

4. Further information on Complaints

The Board's Complaints Procedure will be submitted to Scottish Ministers.

- The Board's Complaints procedure is reviewed on an annual basis or as required.
- The Board may, at its discretion, make different provision for dealing with complaints made by different potential Complainants.

5. Record keeping

A record is maintained which sets out the number of complaints received; the nature of the complaints and the outcome of the complaints. **We are required to 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.**