**Annex 8.1.11 Handling of complaints.**

The River Yealm Harbour Authority (RYHA) is committed to providing a good quality service. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

Our policy covers complaints about:

* The behavior of our staff
* Any action or lack of action by the Authority or its staff

The Policy does NOT cover

* Matters that have previously been investigated
* Anonymous complaints

**Our standards for handling complaints**

* we treat all complaints seriously, whether they are made by letter, email or verbally.
* you will always be treated with courtesy and fairness.
* we hope that you will always be courteous and fair in your dealings with our staff.
* we will treat your complaint in confidence.
* we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt.
* if we cannot send a full reply within 20 working days of receipt, we will tell you the reason why and let you know when we will be able to reply in full.

**Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

**How to Complain**

You can make a complaint by post, email or verbally

Any complaint will be acknowledged & a form (attached) if not already completed will outline the basis of the complaint.

The HM & a member of the committee or two Committee members will review the information.

A result of the investigation will be provided to the complainant should an escalation of the complaint be required this will be reviewed by the Committee Chairman & Vice Chairman.

Complaint Form

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| --- |
| Name of person making complaint |

|  |
| --- |
| Telephone Number: |

|  |
| --- |
| Address: |

**(Internal Completion)** Initials of person taking the Complaint:

|  |
| --- |
| Nature of complaint: |

**(Internal Completion)** Initials of person investigating Complaint:

|  |
| --- |
| Results of investigation: |

Date complainant contacted with the results of the investigation:

|  |
| --- |
| Action taken and feedback:  External body notification?  SMS revision?  Additional training required? |

Initial of person completing investigation: