**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, e-mail 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, e-mail or verbally.

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

The HM and a member of the Authority or two Authority 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 Authority Chairman and 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: