

WATER OF FLEET DISTRICT SALMON FISHERIES BOARD COMPLAINTS PROCEDURE

Any complaint should be addressed to the Clerk to the Water of Fleet District Salmon Fisheries Board (Clerk DSFB). Complaints can be made by:

- Telephone: 07587108943 (WhatsApp)
- Email: andrewproudlove@hotmail.com
- By letter: *Clerk DF SB, Barchuill, Memory Lane, Gatehouse of Fleet, DG7 2JF*

A two-stage complaints procedure is in place. At each stage it will help Fleet DF SB to resolve a complaint quickly so please 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 (usually annually). 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.

ANNEX A TO WATER OF FLEET DISTRICT SALMON FISHERIES BOARD COMPLAINTS PROCEDURE – COMPLAINTS RECORD KEEPING

Clerk DSFB will maintain a record which sets out the number of complaints received; the nature of the complaints and the outcome of the complaints.

REPORTING

Fleet DSFBs is 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. A sample format is included below but the suitability of this format will depend on local circumstances.

1. Complaints received: During the last 12 months <XXX> DSFB received <X> complaints: <Y> were resolved at Stage 1 and <Z> were resolved at Stage 2. <XX> complaints are yet to be resolved [if applicable].

2. Categories of complainant: Of those <X> complaints, <A> were received by members of the public, were received by proprietors of salmon fisheries in the board's district, <C> were received by salmon anglers in the board's district, <D> were received by tenant netmen in the board's district, <E> were received by members of the board and <F> were received by other district salmon fishery boards.

3. How complaints were received:

- 1) Method Proportion/Number
- 2) Letter X%
- 3) e-mail X%
- 4) Communication from advocate X%
- 5) Telephone X%
- 6) Fax X%
- 7) Website X%
- 8) Meeting/ face to face X%
- 9) Other X%

4. Response to complaints: X% of stage 1 complaints were responded to within the indicative timescale of 20 working days. Y complaints went to Stage 2 for review by the Board.

5. Outcomes: Of the <X> complaints received, <Y> were upheld, <Z> not upheld, <XX> partially upheld, and

<XY> were not pursued by the complainant after initially registering the complaint.

6. Details of the nature of each complaint: The complaints received fell into the following categories/were as follows [depending on the number of complaints

received the Board may elect either simply to briefly list the nature of each complaint, or to brigade groups of complaints into categories, for inclusion in a table].