TAY DISTRICT SALMON FISHERIES BOARD

Complaints Procedure

Adopted 11 February 2014

Introduction

Section 24 of the Aquaculture and Fisheries (Scotland) Act 2013 amends the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003 to place a number of new duties on DSFBs relating to openness and accountability. The new section 46D requires a DSFB to:

> *'maintain, and keep under review, proper arrangements for dealing with complaints made to the board about the way in which the board have carried out, or propose to carry out, their functions under this Act or any other enactment'*

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: 01738 583733
- Email: Ingamcgown@btconnect.com
- By letter: The Clerk, Tay District Salmon Fisheries Board, Site 6, Cromwellpark, Almondbank, Perth, PH1 3LW.

A three 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). The Board's complaints committee will be notified of the complaint at the outset and of the decision, although it will not be involved at this stage.

Stage 2
If the complainant is dissatisfied with the stage 1 response, the complaint will be considered by the Board's complaints committee which is composed of two Board members, not including the convener.

Stage 3
If the complainant is dissatisfied with the stage 2 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 – maximum 10 working days
- Acknowledgement within 5 working days
- Full response within 10 working days.

Stage 3 – 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.

Further information on Complaints
- A copy of the Board's complaints procedure should be submitted to Scottish Ministers.
- The Board's Complaints procedure is reviewed on an annual basis.
- The Board may, at its discretion, make different provision for dealing with complaints made by different potential Complainants.

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.

Reporting
DSFBs 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.



Convener

Adopted by the Tay District Salmon Fisheries Board
11 February 2014