



## NBHTL Policy – Complaints Procedure

### Introduction to this policy

NBHTL aims to provide high quality services which satisfy the needs of our numerous harbour users. We believe that we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with NBHTL.

### How To Complain

If you are not happy with any aspect of our service the preferred route would be to speak to the relevant staff member, manager or Director.

If you are unhappy with the service received from an individual in our organisation it is often best to tell them directly. If you feel this is difficult or inappropriate then please speak to the staff member's manager or a Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will let you know when you can expect to hear back from us, we will give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Secretary. (If your complaint is about the Secretary then please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

All contact details are on our web page.

### Appealing against a response

If after we have responded you are not satisfied, please write to the Chair who will initiate the appeals process. Where possible, a senior member of the committee not involved in the original decision will carry out the review and will consider, based on the information available, whether the original response was appropriate. Once these considerations have taken place, the individual will be advised in writing if the response stands, or a different course of action has been agreed.

Where we decide that the response stands there will be no other right of appeal and we will entertain no further representations on the complaint. We will make this clear in our final communication, and we will draw attention to the right to complain to ELC.