



CONSERVATORS OF THE RIVER CAM

COMPLAINTS PROCEDURE

YOUR FEEDBACK IS IMPORTANT TO US

What is a complaint?

We will record your comments as *complaints* if you have not been satisfied with the service that you have received or you are unhappy about how a decision that has been made which affects you has been reached. The Conservancy takes complaints very seriously. We will ensure that all complaints are properly investigated. If you tell us what has gone wrong, we can take action to put it right. If you feel that standards have not been met then we would like to know. Your comments will help us improve our standard of service.

What happens to complaints?

The Conservancy has a 3-stage complaints procedure that you should follow.

This is described below:

First Stage: Initial Contact

If you are unhappy with the service that you have received or a decision that affects you then you should contact the River Manager by email, letter or telephone. Wherever possible we will try and deal with the problem there and then. If we cannot resolve the problem immediately we may ask you to put your complaint in writing. Upon receipt your complaint will be acknowledged. We will aim to respond to your complaint fully within 14 working days. If we need longer we will let you know either in writing or by telephone. We aim to resolve the majority of complaints at this First Stage.

Second Stage: Formal Complaint

If you are not satisfied with the response that you have received at Initial Contact, then we will need to take the matter further by referring it to the Chairman of the Conservators. We will pass on all of the information that you have given to us. We will aim to give you a full written answer within 28 working days. If we need longer to investigate your complaint we will let you know either in writing or by telephone.



Third Stage: Board of the Conservators Review

If you are still not satisfied with the response that you have received from the investigation made at the Second Stage, then you can ask that the matter be referred to the full Board of the Conservators. In this instance the Board will review the complaint. We will aim to give you a full answer within 28 working days. If we need longer we will let you know either in writing or by telephone.