

## Complaints Procedure

Under the terms of the 2013 Aquaculture and Fisheries Act the Dee District Salmon Fishery Board (Dee DSFB) is required to have a transparent complaints procedure.

All complaints should be addressed to the River Director or, if preferred, the Clerk to the Dee DSFB.

Complaints can be made by:

- Telephone: 01339880411
- E-mail: [clerk@riverdee.org](mailto:clerk@riverdee.org)
- By letter: River Office, Mill of Dinnet, Aboyne, Aberdeenshire, AB34 5LA

A two-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 Dee DSFB to resolve a complainant's dissatisfaction. In the first instance, unless the complaint is about either of them, the River Director, in conjunction with the Clerk, will investigate the nature of the complaint. The River Director and Clerk will report back to the complainant.

### Stage 2

If the complainant is dissatisfied with the stage 1 response they may request a review by the full Dee DSFB, with the investigation being led by the Chairman. It would be expected that this would be discussed at the next scheduled meeting of the Board, which meets on an approximately quarterly basis. The complainant will be invited to attend the Dee DSFB meeting, and dependent upon the nature of the complaint the relevant portion of the meeting may be held in private at the request of either the Chairman or complainant.

### Indicative timescales for handing 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

The Dee DSFB aims 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 the Dee DSFB will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.