

Customer response and complaints procedure

1.1 Letter and email response time:

If you contact us we will try to respond fully within 10 working days. If this is impossible, for example because your query is complex, we will acknowledge your message within 5 working days of receipt or contact you within 10 working days to let you know who is looking after your query, what action we are taking and when a reply can be expected.

1.2 Telephone response time:

So that our services are covered during emergencies, we provide access by phone 24 hours a day, 7 days a week, either by the Harbour Office telephone number or the Duty Mobile number. If we are unable to answer your call, we will call you back within four hours, but please note that you must leave your contact number. In an emergency, you should dial 999.

1.3 Responding to complaints:

Stage 1 - If you are not satisfied with our response to you about any service request or enquiry, please contact the Harbour Manager.

Stage 2 - If you are unhappy with the Harbour Manager's response, please contact the Clerk to the Board to review your complaint. Tell us why you are not satisfied and what you think he or she needs to do to put things right.

At each stage we will acknowledge your complaint in writing within 3 working days of receiving your complaint. This will include a summary of your complaint, contact details of the person who will investigate and when this will be done.

We aim to reply fully in writing within 10 working days of receiving your complaint, although this may extend to 20 working days for more complex complaints. If, exceptionally, we cannot do this we will contact you to explain why there is a delay. We will also let you know the date by which we will aim to deal with your complaint.