



CORPORATE COMPLAINTS POLICY

Approved by the Board 6 February 2017

The Littlehampton Harbour Board (LHB) aims to provide you with services of the highest quality possible within available resources. Our relationship with others is set on three basic principles: understanding, speed and fairness. We have a procedure for dealing with complaints from members of the public, which enables complaints to be dealt with in a fair and consistent way.

LHB would always prefer to put things right straight away if possible, so if you are not happy with the way we have dealt with you, please contact the Harbour Master and/or the Clerk to discuss the issue. If the complaint cannot be resolved in this manner, the following complaints procedure can be implemented.

Stage 1

The LHB will ask you to fill in our complaint form (provided at Annex A), giving full details of the problem. Please provide as much information as possible - for example, dates of any correspondence the incident and names of persons involved. Paper complaint forms are available from the Harbour Board offices or by telephoning us on 01903 721215. You will receive a written acknowledgement of your complaint within 10 working days and naming the person that will review the details on the complaint form to ensure that all the information is present to enable the complaint to progress to stage 2 below. Such a review may result in you being asked by the investigating officer to provide some additional information.

Stage 2

Within 10 working days of the investigating officer deciding that the information provided with the complaint is complete the matter will be passed to the LHB's Personnel Sub Committee. Where possible they will talk to staff concerned, study reports and correspondence, and may make a visit if the problem is one where there is something to be seen. Where possible, this investigation will be completed within 20 working days. If this is not possible, you will be sent a progress report indicating the timescales for completion of their investigation.

When completed, the Stage 2 response will be passed to Clerk, Harbour Master or Treasurer who will notify you of the decision within 10 working days.

Stage 3

If you are still not happy, you must notify the Clerk to the LHB within 10 working days from the date of the decision and you can have the matter referred to the next full Board Meeting for them to appoint a panel who will aim to review the decision within 20 working days of being appointed and to issue a final decision within 10 working days thereafter.

Annex A – CUSTOMER COMPLAINTS FORM



Name:	Date:
Postal Address:	
	Postcode:
Home Telephone:	Mobile Telephone:
Email:	

Details of your complaint: (Please write what specifically happened and attach pages as required)

What do you view as a fair resolution to your complaint?