

Complaints Procedure

If anyone wishes to make a complaint about any aspect of the Board's activities or make a complaint about any Board Member, Official Attendee or riparian proprietor or anyone employed by the Board then notification of the complaint must be made within six weeks of the incident giving rise to the complaint to the Chairman and/or the Clerk to the Board. On receipt of such complaint the Chairman or Clerk will acknowledge receipt within five days of receipt of the complaint or such other period as may be occasioned by absences on holiday and sickness. A full response will be made within 21 working days in order for a proper investigation to be made it being a condition of an extension of time that the Chairman or Clerk advises the complainer within said period of 21 working days that an extension of time is required and giving full reasons for same. In no circumstances may consideration of the complaint be delayed beyond six weeks of its being notified to the Chairman or Clerk other than for some unavoidable cause. If the complainer is satisfied with the response then that will be the end of the matter. The Chairman and/or Clerk will be bound to record the existence of the complaint and its result. In this connection the Clerk will keep a Register of Complaints. In the event of the complainer not being satisfied with the response of the Chairman and/or the Clerk the Chairman will ensure that the complaint is dealt with in one of the following the following ways

- (a) If the complaint is against a specific Board member or attendee then it will be considered by the Board, the relevant Board Member or official attendee being specifically excluded from the meeting of the Board to discuss the complaint.**
- (b) If the complaint is against an employee of the Board then the complaint will be heard by the Board with the exception of any member having any form of personal connection with the employee (apart from being the employer).**
- (c) In any other case by the whole Board always providing that should there be any conflict of interest actual or perceived in any specific member or members of the Board hearing such complaint then the meeting will exclude such member or members.**