



COMPLAINTS PROCEDURE



Introduction

Whilst IET seeks to establish community benefit from renewable energy activities on Islay, Jura and Colonsay, there may be occasions where its activities give rise to concerns and/or complaints . When this happens, it is important that clear procedures are in place to enable concerns and complaints to be registered, investigated and answered (and any alterations if necessary made to our services or the way we work).

IET Complaints Procedure

IET aims to provide high quality service to its members and the local community.

However, if you are unhappy with a service, or we have not done something we said we would, please let us know. We would welcome the opportunity to put matters right for you and for others who might feel that we have fallen short of expectations.

What to do.....

Firstly, speak to the staff, as most problems can be dealt with quickly by the people closest to the situation.

If you are unhappy with the response or feel unable to approach staff directly, then please use the attached complaints form.

Write down your comment or complaint on the form and once it is complete, hand in or post to:



The Secretary,
IET
Custom House
Main Street
Bowmore
Isle of Islay
Argyll and Bute PA49 7UT
Telephone: 01496 301413

What happens next?

When your comment or complaint is received, receipt will be acknowledged, within 5 working days.

Your complaint will be put before the Board of Trustees at the next appropriate Board meeting for its consideration. Currently, the Board meets monthly.

Within 10 working days of the Board Meeting you will receive the Board's response.

Your contact details:

Name.....

Address.....

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Telephone:.....

Email address.....



Your complaint

Please provide us with details of your complaint

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Please tell us how we can resolve your complaint and improve how we work in the future

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Thank you for your assistance. We will be in touch with you to let you know what will happen next.