



Protecting Orkney's marine mammals through research and education

Complaints Policy and Procedure

Implementation Date: February 2021

Orkney Marine Mammal Research Initiative (OMMRI) is committed to working with local communities in Orkney and with the wider public and aims to provide others with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member team member concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, fax, letter or email to the Secretary of OMMRI who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Secretary, the complaint should be addressed to the Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what OMMRI will do:

The Secretary will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received, with an explanation of what went wrong and how OMMRI intends to resolve the issue.

The complainant will have the right – if dissatisfied with the results of the enquiry – to request their case be reviewed by the Chair. The decision of the Chair is final.

The Secretary will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. This will be reported to the Board at least annually.

If you have a complaint, contact Imogen Sawyer, Secretary:

Email: secretary@ommri.org

Phone: 07739 324 084

Review date:

Next review date:

Signed:

Position:

Date: