

Customer Complaints Procedure

We are committed to providing an exemplary service. If you are not satisfied with an aspect of our service we encourage you to let us know and we will do our best to resolve the matter as quickly as possible.

What you can expect from us:

At each stage of the process we will acknowledge receipt of your concerns within five working days, giving you a named contact point and telephone number for your complaint. We will strive to provide you with a full response to your complaint within 30 working days.

Stage 1

In most cases we will do our utmost to resolve your complaint immediately. So please make our staff aware of your complaint as soon as possible and we will do all we can to resolve it.

Stage 2

If we have not resolved your complaint at Stage 1, you can contact the Chief Officer by post or email. Please explain the full details of your complaint, and the Chief Officer will carry out a thorough investigation into your concerns. Should it be necessary, the Chief Officer or a colleague will arrange to meet with you to resolve the complaint.

Chief Officer
Devon & Severn Inshore Fisheries and Conservation Authority
Brixham Laboratory
Freshwater Quarry
Brixham
Devon
TQ5 8BA

Tel. 01803 854648

Email. office@devonandsevernifca.gov.uk

Stage 3

If we have not resolved your complaint at Stage 2 or the complaint concerns the Chief Officer, you can the contact:

The Chairman
Devon & Severn Inshore Fisheries and Conservation Authority
Brixham Laboratory
Freshwater Quarry
Brixham
Devon
TQ5 8BA

Please mark the envelope *Private & Confidential*