

## **Upper Teesdale Agricultural Support Services Ltd (UTASS)**

### **Complaints Policy/Procedure**

UTASS consistently aims to provide its users with the best possible service, however, we recognise that there may be occasions when users feel that the quality or level of service which they have received does not meet their expectations.

If this happens we would hope it would be possible to resolve matters by discussion, however, should this not be the case:

1. Complaints should be made in writing to the UTASS Project Manager. The UTASS Project Manager will write to the complainant within 7 working days to confirm receipt and state how/when the complaint will be dealt with. If the complaint is about the UTASS Project Manager the complaint should be made in writing to the Chair of UTASS's Trustees.
2. The complaint will be examined by the UTASS Project Manager /Chair of the UTASS Trustees and the outcome sent in writing to the complainant within the next 30 working days.
3. If the complainant is not happy with the outcome, they can (within 28 days) write to the Chair of the UTASS Trustees where s/he will take the matter to the wider UTASS Trustee Board where they will review the complaint and make a decision. The decision of the UTASS Trustees will be final and this will be relayed in writing to the complainant within 5 working days following their decision.

**UTASS will treat all complaints as confidential.**

Signed.....

(Chair of UTASS Trustees) on behalf of UTASS

Date.....19/4/16.....