

FIS COMPLAINTS PROCEDURE

Fisheries Innovation & Sustainability (FIS) regards complaints as an opportunity to learn and improve for the future, as well as the chance to put things right for the complainant.

You can make a complaint to FIS about any of its operations, communications or projects.

You can make a complaint by email or letter to the FIS Executive Director, Kara Brydson, at execdir@fiscot.org

If your complaint is about the FIS Executive Director, please direct it to the FIS Secretariat, Sandra Gray, at s.gray@fiscot.org

Complaints can be made by letter to either the FIS Executive Director or to the FIS Secretariat at FIS Secretariat, PO Box 7223, Pitlochry, Perthshire PH16 9AF.

All complaints received by FIS will be copied to the Chair of the FIS Board of Trustees.

The complaint will be logged onto a complaints register, and an acknowledgement will be issued to you within 5 working days.

The facts will be gathered by the FIS Executive Director, or the FIS Secretariat, as appropriate. A response will be prepared and issued within 14 days.

If the complaint is complicated in nature and the facts are likely to be time consuming to collate, or if the complaint involves the FIS Secretariat and so requires investigation by an external party, a revised response timescale will be given.

If the complainant is not happy with the response received, the facts will be passed to the FIS Board of Trustees for consideration and final response.

FIS will consider if any improvements in its working practices and systems are required, and implement as necessary.