

# COMPLAINTS PROCEDURE

---

The Company is committed to providing an efficient service for its customers. In order to achieve this, the Company keeps up to date with technology and employs well trained, dedicated staff.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our customers.

It is the policy of the Company that all customer complaints are taken seriously and are dealt with in a uniform way and that the customer receives a first acknowledgement from the recipient of the complaint within two working days. A proposed resolution to the complaint should be issued to the customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by a designated person so that the individual raising the complaint has a definite point of contact. All customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should any customer be dissatisfied with the handling of a complaint at any time, they should inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should write to:

Reserve Manager  
Watchtree Nature Reserve  
Carlisle  
Cumbria  
CA5 6NL