

Customer Care Statement and Complaints Procedure

Customer Care Statement

The Shetland Fisheries Training Centre Trust is committed to improving its standards and welcomes comments, whether positive or negative, from all its customers and stakeholders.

A complaints procedure is a key element in the Trust's approach to customer care. By following a complaints procedure the Trust can maintain and improve the quality of its service to customers and stakeholders by identifying where mistakes and genuine grievances have arisen so that these are rectified and that similar circumstances do not re-occur.

Complaints by Students

The Trust recognises that students may find it daunting to lodge a complaint directly to the member of staff they are dealing with, therefore a student or group of students who have a complaint can choose to raise the issue themselves with the Trust's Student Support Officer, the Section Leader/Course Co-ordinator of their programme, or be represented by their elected student representative.

For University of the Highlands and Islands (UHI) students, or for those with a UHI related complaint, a separate UHI Customer Complaints policy is available.

Customer Complaints Procedure

1. In the first instance raise your complaint with the member of staff you are dealing with directly, as we aim to deal with most complaints informally and immediately at the time and place they are made.
2. If you wish to make a formal complaint, then please put your complaint in writing and send it to:

The Director
NAFC Marine Centre
Port Arthur, Scalloway
Shetland, ZE1 0UN
3. Your complaint will be formally acknowledged within three working days.
4. Within 15 working days of receiving the above acknowledgement you will receive from the Director (or his/her nominated representative) a full reply to which your complaint refers.
5. If you are unhappy with the response from the Director (or his/her nominated representative) you can write to the Chair of the Board of Trustees at the address above. Your letter will be acknowledged within three working days and will contain information on the timetable involved in dealing with your complaint as it may be referred to the next meeting of the full Board of Trustees.
6. The decision taken by the Chair of the Board of Trustees is final.

Monitoring and Review

Customer complaints are monitored by the Head of Central Support Services and reported to the Senior Management Team.

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