

POLICY STATEMENT

McLaughlin & Harvey (McL&H) aims to provide its stakeholders with a dedicated and professional liaison service which listens to the needs of our stakeholders, provides ongoing opportunities for consultation and feedback and delivers prompt and satisfactory resolution to issues as they arise.

Introduction

McL&H wishes to put stakeholder needs at the very heart of the way we develop and enhance our liaison services. Feedback is part of our ongoing consultation process which we will use to learn and continuously improve our liaison services. The document describes the procedure and what you can expect from us should you make a complaint.

What is a complaint?

An expression of dissatisfaction by one or more people about the standard of service provided by the Broughty Ferry Flood Prevention Scheme Project Team. We encourage stakeholders to get in touch and talk to us when they have any concerns. We have a two-stage complaints procedure and we will always try to deal with your complaint quickly. We will respond to your complaint within 3 working days and will aim to resolve your complaint or let you know our final decision within 20 working days where practical. But, if a more detailed investigation is required, we will tell you and keep you updated on our progress.

How to make a complaint?

You can make your complaint by email at bffps.community@mclh.co.uk, in person or in writing to:

Dawn Turnbull, Community Liaison Officer

Broughty Ferry Flood Protection Scheme Site Office
Beach Crescent
Broughty Ferry
Dundee
DD5 2BG



Stage 1: Frontline resolution

We always try to resolve your complaint quickly; we aim to respond within **3 working days** where we can but if this takes a little longer, we will let you know. If you remain dissatisfied with our response, you can ask us to consider the complaint at Stage 2



Stage 2: Further Investigation

We will further review complaint where you remain dissatisfied with our response at Stage 1. We will provide you with our final decision following further investigation within **20 working days** of the complaint being received



Dundee City Council

If after receiving our final decision, you remain dissatisfied you can ask Dundee City Council to review your complaint. We will provide details of this stage when we send you our final decision