

Complaints Policy

The Mill of Benholm Enterprise aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with the Mill of Benholm Enterprise in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to a trustee regarding the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach a trustee directly then email secretary@millofbenholm.scot or write to:

The Secretary
Mill of Benholm Enterprise (SCIO)
c/o Burn House
Burn of Benholm
Benholm
DD10 0HT

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 5 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. The Mill of Benholm Enterprise will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to the Mill of Benholm Enterprise using the above contact methods. This may be escalated to the Chair of the Mill of Benholm Enterprise who will look at the situation and decide if further action is needed.

If you are still unhappy, you can write to the Mill of Benholm Enterprise Board of Trustees, who will look at the situation again and decide if further action is needed, in this case please write to the Secretary of the Mill of Benholm Enterprise at the above stated address to escalate your complaint with the Board.

Overall responsibility for this policy and its implementation lies with the Board of Trustees of the Mill of Benholm Enterprise.

This policy will be reviewed to ensure it is compliant with current legislation and is working effectively at least every January or more often, if legal requirements have changed

Document Version Control

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