

Elgin Complaints Procedure

June 2018

We would hope that most problems could be resolved by simply getting in touch with your regular contact within Elgin. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint.

The Elgin complaints procedure is as follows:

1. If Elgin staff have not satisfied your complaint, then please contact the Managing Director (james.harris@elgin.org.uk). State the nature of your complaint plus reference the conversations or correspondence with Elgin that have failed to satisfy you. Your complaint will be acknowledged within three working days of receipt, and resolved or escalated within fifteen working days.
2. If Elgin's Managing Director has failed to satisfy you, then you may make a further appeal to the Chairman of Elgin (chairman@elgin.org.uk) where the matter will be dealt with similarly.
3. If your complaint specifically refers to Elgin's behaviour under its adopted [Public Data Principles](#) then a third step, if you are a Local Authority or utility, may be to contact your local regional HAUC representative.