**COMPLAINTS REGISTER – STANDARD 1.4**

Name of person keeping this record……………………………………………….. Job Title……………………………………………………………………………..

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| **Complainant Contact Details** | **Date Complaint Received** | **Nature of Complaint** | **Proposed Corrective Action** | **Date Complaint Closed** |
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**Part 1 – Who can make a complaint**

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| Any person, including members of the public, may make a complaint to <Shoot POC and address> about any aspect of their experiences with the shoot and the shoot operations, including matters relating to the Game Assurance standards and the Code of Good Shooting Practice (CoGSP) complaint. It is in everyone’s interest that concerns and complaints are raised and resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use a formal complaints procedure. |

**Part 2 – How to make a complaint**

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| A concern or complaint should be made in person, in writing (email) or by telephone. They may also be made by a third party acting on behalf on a complainant if they have appropriate consent to do so. Concerns should be raised with <Shoot POC>. If the issue remains unresolved, the next step is for the complainant to make a formal complaint.Anonymous complaints are not normally investigated. However, if appropriate, will determine whether the complaint warrants an investigation.The complaint must be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. Complaints made outside of this time frame are not normally considered.If a complainant wants to withdraw their complaint, they should confirm this in writing. |

**Part 3 – Managing Complaints**

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| The Shoot POC will record the date a complaint is received, acknowledge receipt as soon as possible, and follow up with the complainant to understand the nature of the complaint, what is unresolved and what outcome is sought. The Shoot should investigate the complaint to determine if there is a valid concern, and if so what actions, if any, may be necessary to resolve it. The Shoot should follow up with the complainant to explain the outcome of any investigation and the actions taken to resolve the situation. This may be best done by phone, letter/email, or in a face-to-face meeting. They should confirm that the complainant is satisfied with the outcome, or if further work is required.All details of the investigation and correspondence should be recorded. Lessons from the process that can improve the way the Shoot operates should be gathered, recorded and implemented.For complaints regarding adherence to the Aim to Sustain Game Assurance Standards, or the CoGSP, the relevant body should be contacted and they will advise on any steps to be taken. |