

KINEWELL LAKE COMPLAINTS PROCEDURE

Trustees and Committee members work hard to ensure that Kinewell Lake offers an attractive and safe environment to visitors, anglers, and other users, whilst working within the requirements of the Governing Document and the limitations of a SSSI. As with any organisation there may on occasions be issues of concern to users.

We respectfully ask that:

All complaints must be made in writing and either passed to a Committee Member to be put in front of the Committee or by email to: kinewell.lake.enquiries@gmail.com.

All complaints must state the name of the complainer – anonymous complaints will not be considered. Personal or contact details will not be shared outside of a committee meeting.

All complaints will be taken seriously, and appropriate action taken if the complaint is upheld.

Approved: 02.10.2024