

It is IForUT policy that stakeholders should be treated with courtesy and respect and that stakeholders engaging with IForUT staff or agents will be similarly respectful and courteous. IForUT endeavours to carry out forest management to the highest standards with the least possible impact to neighbours and stakeholders. However, IForUT recognises that there may be, from time to time, cause for complaint.

A complaint can be defined as an expression of dissatisfaction by an individual(s) about an organisation's action or lack of action, or a statement that something is wrong or not satisfactory

Complaints will be accepted by IForUT in a number of different ways including:

- in person,
- over the phone,
- in writing or via email.

Complaints will be logged via the stakeholders register as per Procedure 5.11 and tagged as a complaint.

IForUT are committed to dealing with all complaints and interactions stakeholders fairly and impartially and any complaint should be treated in a professional and sympathetic manner. Every complaint requires a response. IForUT shall acknowledge in writing within two weeks that the complaint has been received.

Complaints will be logged via the stakeholders register as per Procedure 5.11 and tagged as a complaint. The complaint shall be documented on the stakeholders register and if required, investigated. If issues are identified in the course of investigating the complaint, actions to rectify the issue shall be documented on the stakeholder register and where appropriate, outlined to the complainant within three months from the date the complaint was received. If the complaint cannot be investigated and resolved within that timeframe, IForUT shall inform the complainant.