



## **Cannich Hall Complaints Policy**

We aim to deal with any complaints as quickly and efficiently as possible. If you have a complaint, please follow these simple steps:

1. The SACC Board has a sub group who are the first port of call for dealing with all complaints. In the first instance, please get in touch with one of the members of this sub group and the group will work with you to try to resolve the matter informally.

SACC's complaints sub group members are:

Liz Balharry: Tel (01456) 415450, email [lizbalharry@btopenworld.com](mailto:lizbalharry@btopenworld.com)

Alex Henderson: Tel (01456) 415454, email [alexhender@hiplanet.com](mailto:alexhender@hiplanet.com)

Roni Smith: Tel (01456) 415440, email [roni.smith05@btinternet.com](mailto:roni.smith05@btinternet.com)

2. If, however, the matter cannot be resolved in an informal way by the sub group you will be asked to put your complaint in writing and within 14 days to SACC's Secretary who will then refer your complaint to the Board of Directors for consideration and a decision.

SACC's Secretary is:

Gary Butler  
Cannich Hall  
Cannich  
Beauly  
Invernesshire  
IV4 7LT