

Tell us what you think

Customer complaints and commendations

We are committed to providing a first class service. We know that if we value you, our customers, you will value us. It is important for us to listen and talk to you so we can learn and continue to improve.

We aim to:

Get it right first time and on time - we will listen to you to understand what you want from our services. We aim to deliver a timely, high quality service.

Provide the right information - we want to give you the right information in a way that you can understand. We want to make our guidance clear and accessible.

Get the right results – we will work efficiently to get the right results. We will talk to our customers to help us develop our advice and guidance. This will help us understand what you need so we can improve our services.

When we get it right

When you tell us we have done something right, we pass on your appreciation and thanks to our managers and staff. It's a great motivator for good customer service.

When we get it wrong

If you are unhappy with our service you can contact us through our Customer Contact Centre (03708 506 506), in writing, by email or by visiting one of our local offices. We aim to manage your complaint promptly, fairly and honestly.

Where possible we will talk to you about any complaint you have either over the phone or in person. It is important you let us know how you would prefer us to contact you.

When you complain to us we will:

- contact you to let you know we have received your complaint
- give you the name of the person investigating your concerns and tell you how they can be contacted (for example, a local issue will be investigated by a local member of staff)
- keep you informed and tell you what we intend to do – we will phone you, arrange a meeting or write to you
- provide you with a full response within 10 working days or let you know if we need more time to investigate the situation because it is complex.

We carefully monitor these processes and aim to continually improve our services to you. Our current work standards and timescales are set out in our service commitment, which you can find on our website <http://www.environment-agency.gov.uk/aboutus/customercharter/default.aspx> or by contacting any of our staff.

Complaints procedure





If you are not satisfied with our initial response to your complaint then please let us know. We will ask a senior officer to review your concerns and write to you again. If this further response does not satisfy you, you can ask for a regional or national director to consider your complaint. If you are unhappy with their review, they will suggest that you contact the relevant Ombudsman. Information on ways to contact the Ombudsman is set out below.

Your rights

The Freedom of Information Act, Environmental Information Regulations and Data Protection Act give you the right to ask for information that we hold. We will give you access to information, unless there are specific reasons that we cannot (for example, if the information is financially competitive or personally sensitive).

Much of our information is available in our publications, on our public registers and our website. If there is any information that you can't find please contact us.

Contacting us

- **Website** www.environment-agency.gov.uk/contactus
- **Environment Agency offices** are open Monday to Friday, 9am to 5pm
- **Email** enquiries@environment-agency.gov.uk
- **Post** Environment Agency, Customer Contact Centre, PO Box 544, Rotherham, S60 1BY
- **Telephone** 03708 506 506*
Lines open Monday to Friday 8am to 6pm. If you have a hearing or speech impairment then you can use the Text Relay service from a textphone by dialling 18001 03708 506 506 or from a standard telephone by dialling 18002 03708 506 506.
- **24 Incident Hotline** 0800 80 70 60
We do not treat environmental incidents like floods and pollution as complaints. If you want to report an incident, please contact our freephone 24 hour incident hotline (mobile charges may vary).
- **Social media follow us on**    
- We also want to know if you have any special communication or language needs so we can talk to you more easily.

Contacting the Ombudsman

The Ombudsman is independent of the Environment Agency and investigates complaints where we have not acted properly or fairly, or if we have provided a poor service. The service is free of charge and available to everyone. The Ombudsman will only consider issues after you have given us the chance to follow the complaints procedure to resolve your concerns.

England

Local Government Ombudsman: flood defence and land drainage complaints.

Call 0300 061 0614 or go to www.lgo.org.uk

Parliamentary Ombudsman: complaints about all other aspects of our work must be raised through your local Member of Parliament.

Call 0345 015 4033 or go to www.ombudsman.org.uk

Contacting the Information Commissioner

If you are unhappy with the way we have managed your request for information or the way we have limited the use or re-use of information, you can contact the Information Commissioner.

England

Call 0303 123 1113 or go to www.ico.gov.uk

*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

customer service line
03708 506 506

incident hotline
0800 80 70 60

floodline
0845 988 1188

www.environment-agency.gov.uk