

Complaints involving more than one body

Sometimes complaints may involve other bodies such as partner organisations, contractors or another council. Where a situation like this arises, we will endeavour to have effective communication between all parties concerned to ensure that you receive a co-ordinated and full response to a complaint.

Anonymous feedback

We understand it could be difficult for you to make a complaint. We treat all complaints in confidence as far as we can, however our investigations may include interviewing members of staff involved. We will always investigate your complaint, however if no contact name or address is provided we will not be able to come back to you with the outcome of the investigation. We report on all complaints to the Performance Monitoring and Management Committee in private session.

Data Protection

The information you provide will only be held for the purposes of processing and administration and will not be passed to any other organisation. However, in order to investigate your complaint fully, we may need to divulge your information to other Authority staff. This will only be done where absolutely necessary. Should you refer your complaint to the Local Government Ombudsman, then information must, by law, be provided to them on request.

Freedom of Information

Any correspondence received by the Authority may be subject to a Freedom of Information Request. Where appropriate, the Authority will try to maintain anonymity.

Further help and advice

Further information, help and advice about giving feedback is available on our website or you can contact us by phone, by email or call into our office or visitor centres to speak to a member of staff.



North York Moors National Park Authority
The Old Vicarage, Bondgate
Helmsley, York, YO62 5BP
Tel: 01439 770657
Fax: 01439 770691
e-mail: feedback@northyorkmoors-npa.gov.uk

Monday to Thursday: 8.30am – 5pm
Friday: 8.30am – 4.30pm

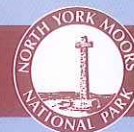
The text of this leaflet is also available in large print and on our website.



www.northyorkmoors.org.uk

5/11

North York Moors National Park Authority



Customer Feedback



Your guide to making a comment or complaint and giving a compliment

North York Moors National Park Authority
Working to sustain the landscape and life of the North York Moors for both present and future generations to enjoy.

www.northyorkmoors.org.uk



The Government Standard

Customer feedback is important to us...

The North York Moors National Park Authority values customer compliments, comments and complaints. We welcome this as important feedback and will use it to help make improvements to our services.

You can give your feedback in many ways – in writing by letter, email, fax or using the form overleaf. You can also contact us by telephone, via the website or in person at our offices or visitor centres or by speaking to staff out and about in the National Park. Full details can be found at the back of this leaflet.

Compliments

Compliments let us know when you are happy with our services and help us to identify what we are doing well.

Comments

Comments and suggestions provide us with ideas on how we can improve a service, save money or provide information to you. We welcome any suggestions on how we can improve any aspects of our services.

Complaints

A complaint is a way of telling us you are not happy with our services and, importantly, gives us the opportunity to put things right. Our staff are committed to providing an excellent service, however, there may be occasions when you feel that we have failed to meet your expectations. A complaint can include a lack of response, discourtesy, failure to meet deadlines or other issues such as our policy on a particular matter.

All staff are trained to help you, so if you are unhappy with our services and a member of staff is available please talk to them, they may be able to resolve the matter there and then. If this isn't possible, then you can make a formal complaint.

Making a complaint

If you make a formal complaint, we will send you a written acknowledgement within three working days. This will tell you who is dealing with your complaint and a date by which you should receive a response.

Complaints we receive are answered in a three stage approach:

Stage 1

If our staff are unable to resolve the matter immediately, your complaint will be dealt with at Stage 1 of the procedure. A Director will respond to your complaint and you will normally receive a letter explaining the findings of the investigation into your complaint within ten working days of us receiving it. If the matter is complex and requires longer, we will keep you informed on progress.

Stage 2

If you are unhappy with the response you receive, you have the right to have the complaint reviewed by the Chief Executive (National Park Officer). The Chief Executive will deal with the investigation of complaints which have already been considered at Stage 1 or are matters of such a serious nature that they warrant an investigation at this level. The Chief Executive will have the option of referring complaints to the Performance Monitoring and Management Committee for confirmation of his findings. This may be done at any stage and may involve a delay but we will keep you informed of progress in this event.

If the complaint is about the Chief Executive, it will be referred to the Chair of the National Park Authority. He/she will arrange for an investigation to take place and then the matter will be considered by the Performance Monitoring and Management Committee.

Sometimes the Authority may decide to employ the services of a suitably qualified individual to help the officer investigate a complaint.

Date:

Signed:

Name:

Address:

Post Code:

Telephone:

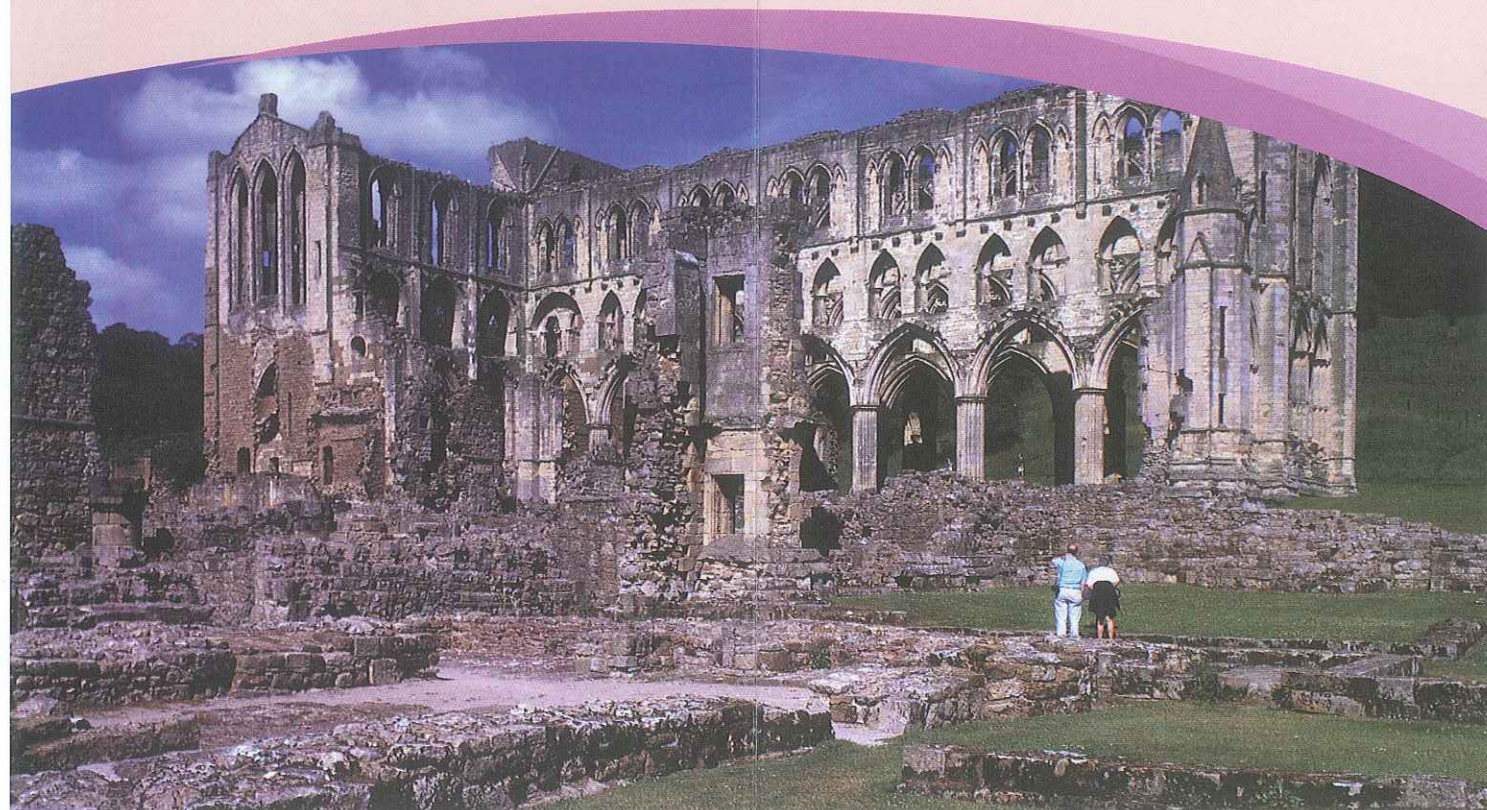
Email:

Date:

Letter*/ Email*/ Telephone*

* Please indicate your preferred method of receiving our response

Please send this form to:
North York Moors National Park Authority
The Old Vicarage
Bondgate
Helmsley
York YO62 5BP



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also available in large print
and on our website.



www.northyorkmoors.org.uk

Local Government Ombudsman

If you are unhappy with the way the Authority has dealt with your complaint you may complain to the Local Government Ombudsman to investigate the matter.

Local Government Ombudsman

Beverley House
17 Shipton Road
York YO30 5FZ

Tel: 01904 380220
Fax: 01904 380269
Website: www.lgo.org.uk

Please note that the Ombudsman will expect you to have given the Authority a chance to resolve the complaint locally before getting involved.

Occasionally you may be directed to the Ombudsman by the Authority before all stages of the internal procedure have been exhausted. This will only be done where it is felt that a resolution will not be achieved by dealing with the matter internally.

Feedback about the Conduct of Members of the Authority

Complaints about Members' conduct are dealt with by the Authority's Standards Committee. If you want to complain about the conduct of a Member of the North York Moors National Park Authority you must submit your complaint, in writing, to:

The Standards Committee
c/o The Monitoring Officer
at the National Park Authority's address shown.

A leaflet on how to make a complaint about the conduct of Members of the Authority is available on request from the Authority or on our website.

Your feedback :

I wish to make a Compliment*/ Comment* or
Suggestion*/ Complaint *

* Please delete as appropriate

