

Date of complaint/compliment:

Signed:

Name:

Address:

Post Code:

Telephone:

e-mail:

Date:

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



THE STANDARDS BOARD

The Standards Board is an independent body which investigates written complaints of misconduct by Members of local authorities. "Misconduct" is where a Member of the Authority breaks any part of the "Code of Conduct" (available on request), for example where a Member has:

- Failed to register financial or other interests
- Failed to reveal a personal interest in a meeting
- Misused the Authority's resources
- Used their position improperly, to their own or someone else's advantage or disadvantage

Currently complaints that a Member has breached the Authority's Code of Conduct must be referred to the Standards Board for England. These complaints cannot be dealt with through the Authority's internal complaints procedure and should be directed to the Standards Board for England. If you are uncertain about whether your complaint should be referred to the Standards Board the National Park Authority will be able to advise you.

You can contact the Standards Board directly:
The Standards Board for England,
PO Box 36656, London SE1 0WN
Telephone: 0800 1072001
www.standardsboard.co.uk
A leaflet is also available on request from the National Park Office.

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

OFFICES OPEN:

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



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

www.moors.uk.net

06/06

NORTH YORK MOORS NATIONAL PARK AUTHORITY



Complaints & Compliments



Your guide to the Complaints & Compliments Procedure

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.moors.uk.net

CUSTOMER SERVICE EXCELLENCE

MAKING A COMPLAINT

Although our staff are hardworking and committed to providing a good service, there may be occasions when you feel that they have failed to meet your expectations.

You may consider that they have not met the published standards of service or that they have acted, or failed to act, in an appropriate manner. You may also be concerned about a policy or the lack of action of the National Park Authority itself.

If your complaint is about a member of staff, why not talk to him or her directly? You may find that the matter can easily be resolved.

If you are not happy with the response, or feel your complaint is serious, you should put the matter in writing as clearly and as soon as you can to make a formal complaint. You can either write a letter, use the form attached to this leaflet, the website or e-mail us at general@northyorkmoors-npa.gov.uk.

It helps if you can make your complaint within four weeks of the problem taking place. This means that our staff, who are working on many issues at the same time, will still have your problem fresh in their minds.

If you prefer, and feel it appropriate, you can ask a Member of the Authority or your Member of Parliament to take up the matter for you.

You also have the option of referring your complaint to the Local Government Ombudsman, although they usually expect you to have raised your concerns with the Authority first.

...OR COMPLIMENTING US

The Authority appreciates feedback of all kinds, whether positive or negative, and uses it to develop or improve services.

As well as complaints we would also appreciate it if you would let us know if a particular service you received was of a high standard, or if you feel that a member of staff did something particularly well.

WHAT HAPPENS NEXT?

If you send a written or e-mailed 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.

You may be asked to provide more details or to discuss the matter with the member of staff who is investigating your complaint.

Your complaint will receive attention under one of the three stages of the complaints procedure listed opposite. If you are unhappy with the response you receive as a result of the investigation, please let us know and your complaint will be investigated at the next level.

If your complaint is dealt with at Stage 1 of the procedure, you will normally receive a letter explaining the findings of the investigation into your complaint within 10 working days of us receiving your complaint. Stage 2 complaints will normally be responded to within 20 working days, to enable a more comprehensive investigation to take place if necessary. If we are unable to reply within these timescales you will be notified in writing. If appropriate a proposed solution to your complaint will be suggested.

STAGE 1

A Director will investigate your complaint and report their findings to you.



STAGE 2

The Chief Executive (National Park Officer) 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 will usually involve a delay in a final reply to the complainant.

If the complaint is about the Chief Executive, it will be referred to the Chairman 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.

It is the policy of this Authority not to publish details of complaints or compliments. Information about your complaint or compliment will, however, be published in a confidential report to Members; a basic summary of their discussions in relation to this report will be made public.

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. Further details are available on request from the National Park Office, at www.lgo.org.uk or you can telephone the Advice Line on 0845 6021983.

You are not required to exhaust the Authority's complaints procedure before referring the matter to the Ombudsman, although they will usually expect you to have contacted the Authority about your complaint and allowed us to respond before you contact them.

Occasionally you may be directed to the Ombudsman by the Authority before all the stages of the internal procedure have been exhausted. This will only be done where it is felt that nothing further will be achieved by dealing with the matter internally.

I wish to complain about/compliment you on:

Printed on Greencoat Digital containing 75% recycled genuine waste fibre. The waste fibre is a combination of post-mill convertors' waste, printers' waste and post-consumer waste. No mill broke contributes to the waste fibre.

