

CHILTERN'S CONSERVATION BOARD

FEEDBACK AND COMPLAINTS

INTRODUCTION

At the Chilterns Conservation Board we aim to be open and accountable; to consult and to listen. We encourage all forms of feedback and complaints – so we can know what we are doing well, and identify areas where we can improve. Unfortunately we do sometimes make mistakes but, if this does happen, we will say sorry and put things right if we can.

Definition

We view a complaint as any expression of dissatisfaction with the services or staff of the Chilterns Conservation Board.

Aim

We will strive to 'get it right first time' by learning from our complaints and dealing with them in a positive and timely manner.

The Complaints System

Our corporate complaints system has 3 basic stages:

- Stage 1 (Initial Complaint): Contact the person or section you are already dealing with, or about which/whom you want to complain, and express your concerns. (If you aren't sure who to contact, please see the 'Contact details' section of the leaflet). If you would find it helpful, please use the attached Complaints Form. (There is no requirement for you to use this form.)

Please tell us: (1) what the problem is, and,
(2) what you would like us to do about it.

- Stage 2 (Senior Manager): If you are unhappy with the outcome at Stage 1, you can ask for your complaint to be referred to the Chief Officer.
- Stage 3 (Chairman of the Board): If you are still unhappy after the outcome of stage 2, you can ask for the complaint to be investigated by the Chairman of the Board.

What is not covered by this Complaints System

Some complaints are covered by a different procedure and may be dealt with in different ways – if this applies to your complaint, we will let you know.

For example:-

e.g. 1 - Complaints about Board Policy will be passed onto the appropriate Board member.

e.g. 2 - Complaints about Board Members are handled by the Standards Board for England. ‘Misconduct’ is where a member of the Board acts in a way that breaches (breaks) any part of their local code of conduct. The contact details for the Standards Board for England are as follows: PO Box 36656, London, SE1 0WN, telephone 0800 107 2001, website www.standardsboard.co.uk.

Timescales

At each stage we aim to acknowledge each letter within 10 calendar days and send a response within 28 calendar days (or a letter explaining the reasons for the delay and a new reply date). (We will, of course, try to acknowledge and respond to your complaint much sooner if we can.)

Need any help?

If you require assistance in making your comment, compliment or complaint, please let us know when you contact us and we will try and help you – for example, if English is not your first language, or you have a disability, or you need help understanding what to do.

This information can be made available in a variety of languages and formats, e.g. large print.

“I’m not complaining, but.....” comments, suggestions or compliments

If you wish to let us know your views on our services – comments, suggestions or compliments – please do contact us. We welcome feedback which lets us know when we are doing something well, or if you have a helpful suggestion on how we could improve our services.

Contact details

Remember, at stage 1 of our complaints system, please contact the person/persons with whom you are dealing, or about which you wish to complain.

If you don’t know who to contact, please use the following:

1. Telephone – please call our main switchboard on 01844 355500 and ask them to put you through to the relevant person.
2. Website – look at www.chilternsaonb.org.
3. Email – send to office@chilternsaonb.org.
4. Letter – send to the Chilterns Conservation Board, Chilterns AONB Office, The Lodge, Station Road, Chinnor, Oxon OX39 4HA
5. Visit our office.

The Local Government Ombudsman

If you remain unhappy with the Board, you can ask the Local Government Ombudsman to look at your problem. This service is free and totally independent of the Chilterns Conservation Board. Their Advice line telephone number is 0845 602 1983, website is at www.lgo.org.uk and address is The Local Government Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

The Ombudsman will not normally investigate your complaint until it has been considered under our Feedback and Complaints procedure.