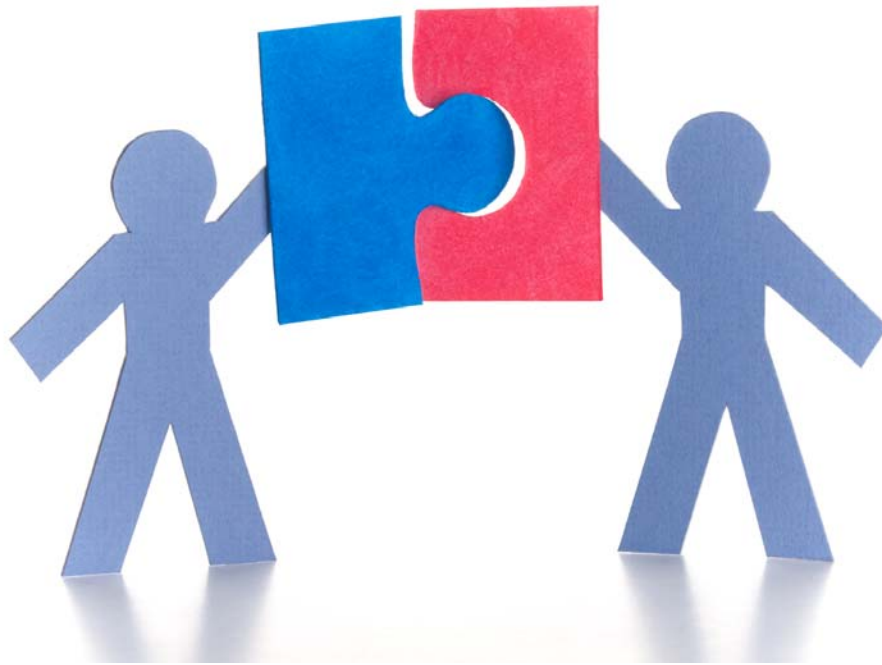




Have Your Say



Working with you

This booklet tells you how to:



Tell us if you have had **good service**/we have done something well



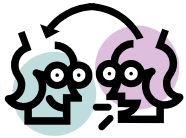
Tell us if you have a **question** a **comment** or an **idea**



Complain if you are unhappy about a service

Your feedback is very important to us and we will listen to what you think.

Contact us:



Face to face at our offices, events or request a meeting



Phone
01398 323665



Write
Exmoor National Park Authority
Exmoor House
Dulverton
Somerset
TA22 9HL

info@exmoor-nationalpark.gov.uk



Online Form
www.exmoor-nationalpark.gov.uk/haveyoursay

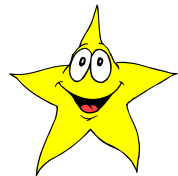


Questions:

You might find the answers to your questions on our website

www.exmoor_nationalpark.gov.uk

If you cannot find what you are looking for you can contact us to ask us questions about our services, our decisions or about Exmoor. We will make sure we reply to you within 20 working days.



Compliments:

Exmoor National Park Authority staff would like to know when you are happy with our services. This helps us know what we are doing well and how we could use this in other services.



Comments and Ideas

You can also tell us if you have a comment about our work or Exmoor or a good idea to help improve our services or help make Exmoor National Park a special place.



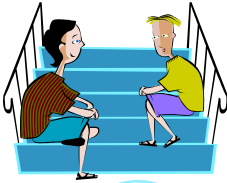
Complaints:

If you are not happy with a service we provide or decision we make you can make a complaint. This will give us a chance to understand what has made you unhappy and to put things right if we can.

Making a Complaint



Stage 1



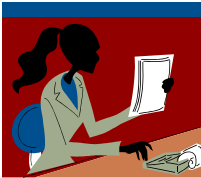
Tell a member of our staff face to face,



write to us or fill out the complaints form online or on this leaflet,



telephone us.



We will investigate your complaint and respond to it within 10 working days.



If the matter is complicated or needs to involve several people it may take us a bit longer but we will let you know how your complaint is progressing.



Normally we can resolve the matter at this stage.



Stage 2

If after Step 1 you are still unhappy, or it is a very serious complaint, you can contact our Corporate and Customer Support Manager.



They will investigate your complaint and the way it was handled and will respond within 10 working days.



Stage 3

If you are still not happy after Step 2 you can contact our Chief Executive who will respond to you within 10 working days.

Local Government
OMBUDSMAN

After completing all the stages 1 to 3, if you are still not happy with the way we have handled your complaint you can contact the Local Government Ombudsman who will investigate.



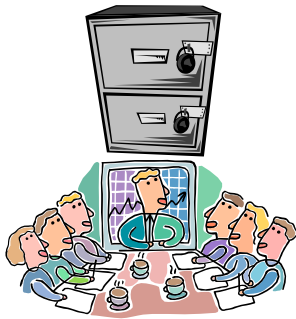
Phone: 0300 061 0614



Website: www.lgo.org.uk

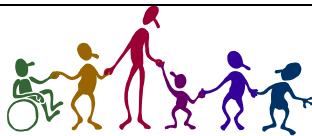


Post: The Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH

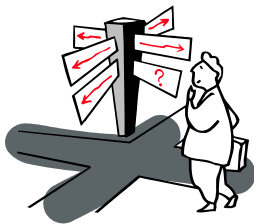


We want to learn from your feedback and so we will keep and monitor all the feedback we get. Complaints we receive will be shared with relevant staff, management teams and Members.

We will normally only share your details with staff who need to consider the feedback. However sometimes we may have to share your details more widely for example where relevant legislation applies or serious allegations are made.







We aim to handle all complaints fairly and honestly. We treat all people equally and will not favour any particular individual or group.








Our staff can help you to make your comment, compliment or complaint or provide this document in other languages or formats. Contact us on 01398 323665 or via info@exmoor-nationapark.gov.uk

Feedback Form

About you:

	Name:
	Address:
	Email:
	Telephone:

What would you like to tell us about?

Tick one Box 	
	You are not sure about something - Question
	We have done something well - Compliment
	You have an idea to make services better - Idea
	You are not happy about something – Complaint
Tell us about it:	