

CHICHESTER HARBOUR CONSERVANCY

Complaints Procedure

Introduction

We aim to provide good quality services which enable safe navigation of the harbour and the protection and enjoyment of the Area of Outstanding Natural Beauty.

Unfortunately, things do go wrong sometimes and we value your feedback. It is really important for us to know when you are dissatisfied with our service so that we can resolve problems quickly and learn from any mistakes.

It is usually possible to resolve problems immediately and informally by contacting the Harbour Office by phone or email detailing the nature of the problem. We will identify the correct member of staff to deal with the problem and do our best to resolve it swiftly.

However, if you are unhappy with our response, you can make a complaint. In order to treat complaints consistently and fairly we will follow the process outlined below.

How to complain

Stage one

Please put your complaint in writing and send via email to info@conservancy.co.uk. Please put "complaint" in the subject of the email and this will be forwarded to the Executive Officer. If you wish to get in touch by post, please address your complaints to the Executive Officer (complaints), Chichester Harbour Conservancy, Harbour Office, The Street, Itchenor. PO20 7AW.

Alternatively you can call 01243 512301 and lodge a complaint over the telephone or make an appointment to speak to one of our officers. Please ask to speak to the Executive Officer in the first instance.

Your complaint will be acknowledged within 3 working days of receipt. We will make a log of the complaint and pass your comments on to the relevant officer for investigation.

Please note that depending on the nature of the complaint, the investigation process may take up to 30 days. However, you are welcome to contact us at any time for additional information as to how your complaint is being handled.

Once the complaint has been investigated, a report will be compiled showing the officer's findings and outline, where applicable, any points of learning for us. This will be forwarded to you so you can see how we have responded to your complaint. If you are content with our response there is no need to do anything although we welcome any additional feedback you may have. If, however, once you have received this you remain dissatisfied with how we have handled your complaint, then stage two of the process applies.

Stage two

If, following our response to your complaint you remain unhappy, the next stage is to contact the Clerk to the Conservancy for an independent review of the complaint and subsequent investigation.

The Clerk to the Conservancy can be contacted at the following address

Tony Kershaw
Director of Law and Assurance
County Hall
Chichester
PO19 1RQ

Please note any complaint made to the Clerk will be subject to West Sussex County Council's Complaints procedure, which can be viewed here

<https://www.westsussex.gov.uk/about-the-council/have-your-say/make-a-complaint>

Stage Three

Should you still remain unhappy having gone through stages one and two, the final stage of the complaints process is to contact the Department for Transport at the following address.

Maladministration Complaints
Department for Transport
D/04, Ashdown House
Sedlescombe Road North
St Leonards on Sea
East Sussex
TN37 7GA

Or using their online complaints form at the following link

<https://forms.dft.gov.uk/make-a-complaint-about-the-department-for-transport/>

Again, your complaint will be dealt with in line with the department's standards for dealing with complaints.

We hope that we will be able to resolve any concerns that you have at the earliest opportunity. We will work closely with you to identify the problem and apologise if we have made mistakes. Most importantly, we will use your feedback to learn from our mistakes.