

Natural England online feedback dealt with from October to December 2014 (Q3)

Complaints: 45, Suggestions/Comments: 17, Compliments 19

Northumbria (Area Team 1)

1 complaint concerning the delay in issuing a wildlife licence.

Cumbria (Area Team 2)

1 complaint concerning Uniform Start Dates payment alignment decision.

Yorkshire and Northern Lincolnshire (Area Team 3)

4 complaints concerning Uniform Start Dates payment alignment decisions, alleged victimisation of contractor and NE adviser not returning calls.

1 comment concerning thanks for NE's support in putting together a successful funding bid.

2 compliments concerning our swift response and a staff member being helpful with CSF claims.

East Midlands (Area Team 5)

2 suggestions/comments concerning suggested changes to agreement documents and customer unhappy that a letterhead stated Worcester, Worcestershire.

North Mercia (Area Team 6)

2 complaints concerning felling of trees at Brownhills Common and poor communication/reduced level of service.

7 compliments thanking staff and volunteers for ongoing support, volunteer placements with NE, NNR visits and talks that NE have done.

South Mercia (Area Team 7)

5 complaints concerning the decision to license the closure of a badger set, lack of response to allegation NE issued licence on the basis of incorrect information, failure to check on alleged fraudulent information leading to the issue of an EPS licence, planning application decision and delays in issuing a wildlife licence.

Norfolk, Suffolk (Area Team 9)

2 complaints concerning Uniform Start Dates payment alignment decision and delays in issuing a wildlife licence.

2 compliments concerning customers gratitude for NE arranging a visit and for knowledge

about an NNR and staff support to Suffolk Wildlife Trust.

Thames Valley (Area Team 10)

- 2 complaints concerning delays in issuing wildlife licences.
- 1 compliment concerning the quality of track repairs on Thursley NNR.

Devon, Cornwall, Isles of Scilly (Area Team 12)

- 3 complaints concerning the delay in issuing a wildlife licence, unacceptable behaviour by grazer on SSSI and alleged breach of licence condition has not been investigated and acted upon.
- 1 compliment concerning a member of staff – ‘refreshing and encouraging service from an adviser’.

Sussex and Kent (Area Team 14)

- 2 complaints concerning land designated land as a SSSI without consenting the owner and delay in issuing wildlife licence.
- 1 comment/suggestion requesting notices are put up on NNRs asking horse-riders to stick to bridlepaths.
- 1 compliment received concerning a member of staff – ‘customer focus second to none and a great asset to NE’.

Access and Recreation Team

- 1 compliment concerning issues/ideas used for a discussion.

Conservation Strategy and Innovation Team

- 1 complaint dissatisfaction with information supplied by NE.

Biodiversity Delivery Team

- 1 complaint saying that EIA Regulations should apply to ES agreements.
- 1 compliment concerning support and guidance with Habitat Scheme.

Evidence Team

- 1 compliment for staff member who supported a panel and went over and above of what was expected.

Executive Office Team

- 1 complaint from a customer unable to find a form on Gov.uk website.
- 12 comments/suggestions concerning Gov.uk website.

Landscape and Geodiversity Team

1 complaint concerning unacceptable timeframe and process for consultation on CS NCA target statements.

Marine Programme Team

2 compliments concerning a positive meeting held with NE and a student thanking NE for placement experience.

Performance & Resources Team

8 complaints concerning Uniform Start Dates payment alignment decision, customer unhappy with recovery letter wording, adviser not returning calls, Greening and dual funding under ELS and a cross compliance recovery.

1 comment concerning Gov.uk website.

Sustainable Development Team

11 complaints concerning the inability to log on to Case Work Management system, problems in applying for mitigation licences, Bat mitigation form only available as pdf which cannot be completed online, the inability to apply for an EPS licence 5 days after registering to use the system, delays in issuing wildlife licences and lack of progress with an EPS licence.

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