

# Natural England online feedback dealt with from July to September 2014 (Q2)

Complaints: 42, Average response time 7.2 days, Suggestions/Comments: 6, Compliments 33

## Cumbria (Area Team 2)

Complaint regarding Change of Adviser, non-payment of claim and various problems with agreement

Compliment regarding successfully nesting Ospreys on NNR

Suggestion regarding providing better disabled access at NNR

## Yorkshire & Northern Lincolnshire (Area Team 3)

Two complaints regarding USD payment alignment

Complaint that Natural England failed to investigate bats and a bat roost

Complaint regarding agreements being disadvantaged by IT system issues

Compliment regarding good customer service

Compliment thanking staff for two weeks work experience received

## East Midlands (Area Team 5)

Complaint regarding alleged confrontational and aggressive behaviour by staff member

Complaint regarding delay in providing advice to facilitate provision of plant to eradicate smells from local business

Complaint regarding mooring restrictions at local festival

Compliment regarding quick turn round of habitat assessment

## North Mercia (Area Team 6)

Complaint regarding delay in issuing of Great Crested Newt licence

Four compliments thanking staff for allowing school visit to NNR

Compliment thanking Natural England's work with restoration project

Six Compliment regarding good customer service

## South Mercia (Area Team 7)

Complaint regarding an alleged breach of HLS agreement

Complaint stating that Natural England acted without due care and process.

Complaint regarding Delay in issue of Great Crested Newt licence

## Essex, Herts, Beds, Cambs, Northants (Area Team 8)

Complaint regarding our new licensing processes

Complaint raising concerns of developers destroying habitats

#### **Norfolk, Suffolk (Area Team 9)**

Complaint regarding Staff member not responding to customer request  
Compliment regarding Natural England's work in restoring heath and bog of NNR  
Six Compliment regarding good customer service  
Compliment regarding NE response to East Coast tidal surge

#### **Somerset, Avon, Wiltshire (Area Team 11)**

Comment regarding dangerous condition of coast path  
Compliment regarding Natural England help with water vole licensing issue.  
Compliment thanking staff for prioritising licence application

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

Complaint regarding payment recovery and decision to make part of the farm a SSSI  
Complaint regarding TB outbreak linked to badger licensing  
Compliment thanking staff for fast turnaround of planning application  
Compliment thanking staff for prioritising licence application  
Two Compliment regarding good customer service

#### **Dorset, Hampshire, Isle of Wight (Area Team 13)**

Complaint regarding dog mess on NNR  
Complaint regarding the content of a water management report

#### **Sussex & Kent (Area Team 14)**

Complaint regarding staff member not responding to customer

#### **Access & Engagement**

Complaint regarding conditions relating to unadopted highways in report  
Complaint regarding limiting scope of Stepping Forward report  
Comment regarding poor customer service from Natural England enquiry service.

#### **Biodiversity Delivery**

Compliment regarding staff support and guidance over the years with Habitat scheme

#### **Executive Office**

Comment praising the layout of our website

## **Marine Programme**

Complaint regarding the use of sensitive Matrix Assessment

## **Performance & Resources**

Complaint raising concerns regarding CSS inspection results

Complaint regarding conduct of members of caravan club

Complaint regarding recovery action, alleging error by NE

Complaint that promised agreement technical support was not forthcoming

Complaint regarding lack of safety at Blaze Farm

Complaint regarding poor customer service by staff member

Compliment regarding good customer service by staff member

## **Sustainable Development**

Two Complaints regarding new casework monitoring licencing system

Complaint regarding a request for a consultation to be reopened

Complaint regarding delay in issuing of great crested newt licence

Complaint regarding Bat licence application form

Four Complaints regarding unacceptable time being taken to issue licences

One Complaint regarding inability to save online wildlife management forms, one suggestion that the forms should be editable and one comment that they are not user friendly

Complaint regarding outcome of licence application

Complaint regarding NE not responding to customer regarding license issue

Complaint regarding NE insisting on NEWT licence

Compliment regarding good customer service