

Natural England online feedback dealt with from April to June 2014 (Q1)

Complaints: 50, Average response time 6.5 days, Suggestions/Comments: 19, Compliments: 26

Northumbria (Area Team 1)

Compliment concerning customer experience enjoyable at National Nature Reserve (NNR) site.

Cumbria (Area Team 2)

Complaint that a customer is not happy with mapping detail.

Comment asking for contact details regarding off-road bikers on NNR site.

Yorkshire and northern Lincolnshire (Area Team 3)

Complaint regarding challenging inclusion of property in Site of Special Scientific Interest (SSSI).

Comment that information about ground-nesting birds should be clearer for dog walkers.

Complaint regarding the clearance of land on SSSI.

Compliment about good customer service.

Complaint that customer had difficulty contacting a Natural England member of staff and received poor service.

Comment that grass on coastal footpath needs cutting. When will the surface be covered in stone?

Complaint that customer disagrees with findings of SSSI monitoring report.

Complaint about implementing EU Uniform Start Dates.

Comment regarding our response to a planning consultation.

East Midlands (Area Team 5)

Complaint about condition of car park at NNR.

North Mercia (Area Team 6)

Complaint regarding the condition of SSSI.

Two compliment about good customer service.

Complaint that Environmental Stewardship agreement does not make it clear that educational access visits for 16-18 year olds are ineligible for payment.

Comment that NNR site is in danger of becoming a recreation area.

Compliment congratulating Natural England on remarkable progress restoring NNR.

Complaint that landowner in SSSI is blocking public access.

Eight compliments and 1 comment concerning customer experience enjoyable at NNR site.

South Mercia (Area Team 7)

Complaint that a Natural England member of staff disclosed information to a third party.

Complaint about implementing EU Uniform Start Dates.

Comment concerning our 'shoo before you shoot' proposal.

Complaint regarding our response to planning consultation.

Complaint that customer is unhappy at restrictions on horse-riding and alleged abusive behaviour by Natural England staff.

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

Complaint that there are aggressive horses running loose on NNR.
Compliment about good customer service.
Complaint regarding the removal of hawthorn having effect on butterfly population.
Comment about good customer service.

Norfolk and Suffolk (Area Team 9)

Complaint regarding delays and poor service from Land Management team.

Somerset, Avon and Wiltshire (Area Team 11)

Complaint about implementing EU Uniform Start Dates.
Compliment concerning customer experience enjoyable at NNR site.
Complaint that customer was not given correct information about HLS start dates

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

Complaint regarding an Equality Impact Assessment screening application.
Complaint about implementing EU Uniform Start Dates.
Compliment concerning incredibly useful comments from Natural England in appeal hearing.
Complaint that a neighbouring farmer has undertaken damaging boundary work which he says is part of his HLS agreement.
Complaint that there was spelling mistakes on a notice board at NNR.
Compliment about good customer service.
Complaint that customer was unhappy with delay in responding to reported damage to a SSSI.

Dorset, Hampshire and the Isle of Wight (Area Team 13)

Three complaints regarding long delay in issue of great crested newt licence.
Complaint regarding objection to the banning of flash photography of seahorses at Studland Bay.
Compliment about good customer service.
Complaint that a group of photographers were witnessed damaging orchids on an NNR site.

Sussex and Kent (Area Team 14)

Complaint that customer is unhappy at having to consult Natural England about placing a memorial bench in a SSSI.
Complaint that Natural England is failing to protect nesting peregrine falcons.

Access and Engagement

Comment informing Natural England of sighting of young adder on land adjacent to NNR.

Biodiversity Delivery

Complaint regarding decision to allow ploughing on local wildlife site.
Complaint that Natural England used incorrect guidance in response to planning consultation.

Evidence

Complaint that a dataset incorrectly shows village green on customer's land.
Complaint that the MAGIC mapping system is really slow.

Marine Programme

Compliment thanking Natural England for organising seminar which was very useful and informative.
Compliment that the Marine programme staff are extremely well thought of amongst the IFCA's.

Performance and Resources

Three complaints about implementing EU Uniform Start Dates.
Complaint that Natural England took a long delay in responding to customer.
Complaint that customer was told by phone to write in to get handbook. When they did they got an acknowledgement from the same person.
Two compliments about good customer service.
Complaint that website incorrectly shows 0845 as local rate number. We should be complying with Gov guidelines on call charges.

Sustainable Development

Complaint that Natural England is allowing unsuitable person to hold Schedule 1 licence.
Compliment thanking Natural England for organising seminar which was very useful and informative.
Comment that customer is unhappy with proposed changes to general licences.
Two complaints raising concerns that Natural England is considering issuing a licence to kill buzzards.
Two comments on proposal to issue licence to kill buzzards.
Two compliments applauding decision not to grant buzzard licence.
Complaint that customer is dissatisfied with adviser assessment of the reasoned statement.
Compliment about good customer service.
Complaint that there were errors and omissions in sea grass report.
Comment that customer disagrees with Natural England over badger cull, shooting of birds and destruction of nests.
Comment that Natural England is not doing enough to safeguard bats.
Complaint regarding lengthy delays in issuing European Protected Species renewals.
Two comments that Online European Protected Species form is difficult to complete.
Two complaints regarding proposals in General Licences Consultation.
Complaint that customer is unhappy with bat annex mitigation licence application form.
Comment concerning the Casework Management System for Licences.
Suggestion concerning the Casework Management System for Licences.