



# AVON NAVIGATION TRUST

Mill Wharf, Mill Lane, Wyre Piddle, Nr Pershore, Worcestershire, WR10 2JF  
Telephone: 01386 552517, Fax: 01386 556881  
Navigation Concern / Incident Tel: 0300 999 2010  
Email: [office@avonnavigationtrust.org](mailto:office@avonnavigationtrust.org), Web: [www.avonnavigationtrust.org](http://www.avonnavigationtrust.org)

## Making a Complaint

### If You Have a Complaint

We are committed to providing excellent levels of service. We strive to meet the expectations of our customers and visitors, and we welcome feedback on where our services and facilities can be improved or where expectations have not been met.

Issues of concern to waterways visitors can usually be resolved by talking them through with one of our staff or volunteers, either face to face or by telephone. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We therefore have the following procedure in place for such cases.

### First Level

If we haven't reasonably met your expectations or you wish to make a formal complaint relating to services or facilities provided on our waterway, you should write in the first instance and send this to:

Complaint Level One  
Avon Navigation Trust  
Mill Wharf  
Mill Lane  
Wyre Piddle  
Pershore, WR10 2JF

or email: [complaintlevelone@avonnavigationtrust.org](mailto:complaintlevelone@avonnavigationtrust.org)

Please include all relevant details such as locations, dates, people contacted and the other circumstances relating to your complaint. This helps us quickly and fully understand the nature of your complaint to begin our investigations.

Once we have received your complaint we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response from the Office Manager within 30 working days of this acknowledgement.

### Second Level

If, after receiving our response at the first level, you feel that your concerns have not been fully addressed or your complaint involves to the Office Manager then you can ask for the complaint to be referred to the second level of our complaints procedure. You should do this by putting in writing your request and sending this to:

Complaint Level Two  
Avon Navigation Trust  
Mill Wharf  
Mill Lane  
Wyre Piddle  
Pershore, WR10 2JF

or email: [complaintleveltwo@avonnavigationtrust.org](mailto:complaintleveltwo@avonnavigationtrust.org)



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Please include all relevant details that were sent with your level one complaint such as locations, dates, people contacted and the other circumstances relating to your complaint. Also include the level one response and an explanation why you are not satisfied with the response. This helps us quickly and fully understand the nature of your complaint to begin our investigations.

Once we have received your request to escalate your complaint we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response from the Chairman within 30 working days of this acknowledgement.

## The Waterways Ombudsman

We strive to resolve concerns or complaints through the first two levels however, if after our responses from level one and level two of the procedure you are still feel dissatisfied or the complaint involves the Chairman then you may wish to refer your complaint to the Waterways Ombudsman. The Ombudsman is independent and impartial. The Ombudsman does not make or influence the Trust's policy and can only investigate specific complaints which have completed the complaints procedure in the last twelve months. There is no charge for using this service. If you would like to know more, please refer to the Ombudsman scheme website at [www.waterways-ombudsman.org](http://www.waterways-ombudsman.org).

## What can be Investigated?

Complaints from people who believe that they have suffered injustice because of maladministration or unfair treatment by the Trust. Maladministration includes:

- Doing something the wrong way
- Doing something that should not have been done
- Failing to do something that should have been done

Disagreeing with a decision taken by the Trust is not in itself evidence of maladministration, though failure to consider a decision properly can be.

The Ombudsman can consider most complaints which:

- Are referred within 12 months of the completion of the complaints procedure; and
- Concern things that came to the attention of the complainant no more than a year before the complaint was made to the Trust

## Exceptions

The Ombudsman cannot investigate personnel matters and generally will not consider complaints made by businesses with an annual turnover of more than £1m.

## How to Complain

You should send the Ombudsman full details of your complaint and, if possible, copies of all correspondence between you and the Trust. If you need help or advice to make your complaint, please contact the Ombudsman. You can ask someone such as a friend or solicitor to make a complaint on your behalf. However, you would have to pay any costs involved.



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### **The Ombudsman Process**

The Ombudsman will first let you know whether or not the complaint meets the criteria for their consideration. On occasion, the Ombudsman may try to sort out the problem between you and the Trust without undertaking a formal investigation.

If the Ombudsman accepts your complaint, they will obtain from the Trust copies of any relevant letters and papers required. Both you and the Trust may also be asked to provide further information.

At the end of the investigation, the Ombudsman will write to you and the Trust with their decision. If the Ombudsman upholds your complaint and recommends action to put things right, the Trust will act on the recommendations.

How to contact The Waterways Ombudsman:

The Waterways Ombudsman  
PO Box 1340  
Warrington  
WA4 9TT  
Call: 01925 263970  
email: [enquiries@waterways-ombudsman.org](mailto:enquiries@waterways-ombudsman.org)

Note - as the Ombudsman works part time, sometimes she cannot respond to calls immediately but will get back to you as soon as she is able.

**If the issue is a Navigation Concern or Incident, then you should telephone  
our 24/7 on call number 0300 999 2010.**

**This complaints procedure is not for this type of concern.**