

# Service Standards

## Comments and complaints



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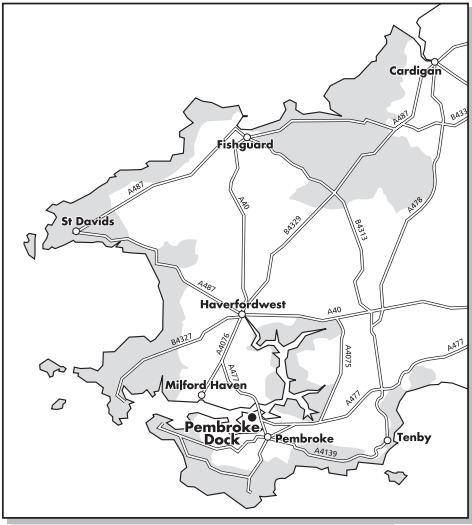
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## Contact us

Administration and Democratic Services Manager  
Freepost RTKR-GGRT-ESST  
Pembrokeshire Coast National Park  
Llanion Park  
PEMBROKE DOCK  
SA72 6DY

**(Please handwrite this address on your envelope/label only)**

Email: [info@pembrokeshirecoast.org.uk](mailto:info@pembrokeshirecoast.org.uk)



**Pembrokeshire Coast National Park Authority**

Llanion Park  
 Pembroke Dock  
 Pembrokeshire  
 SA72 6DY  
 Tel: 01646 624800  
 Fax: 01646 689076  
 pcnp@pembrokeshirecoast.org.uk  
 www.pembrokeshirecoast.org.uk

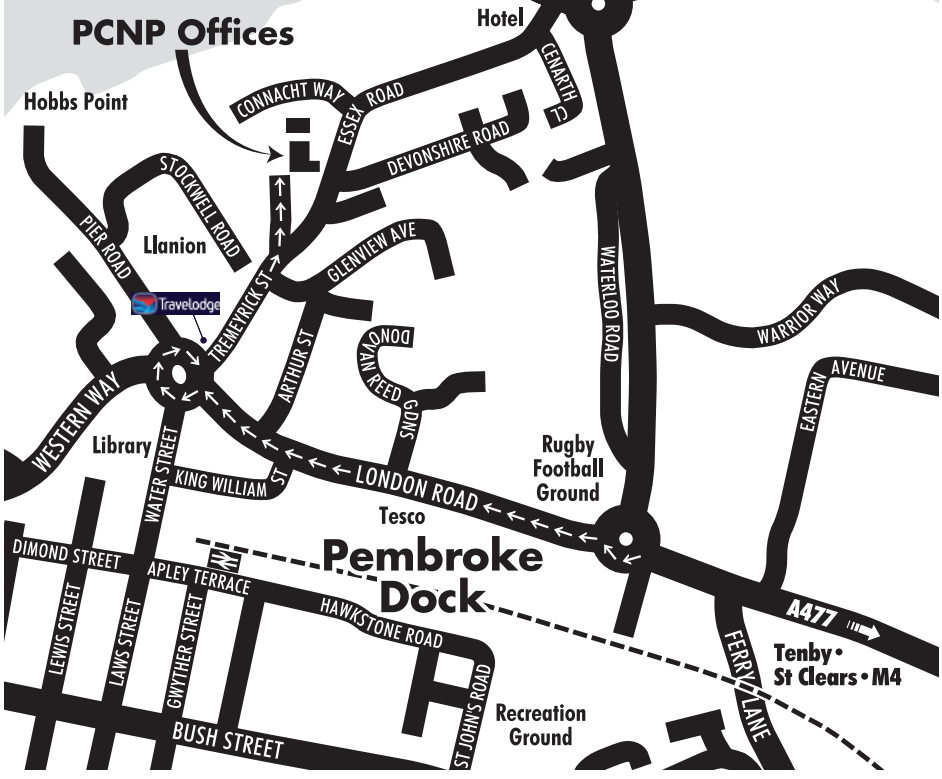


**Cleddau Bridge (Toll)**

**Haverfordwest • Milford Haven**

**Cleddau Business Park**

**PCNP Offices**



Hobbs Point

Hotel

Llanion



Library

Rugby Football Ground

Tesco

**Pembroke Dock**

Tenby • St Clears • M4

Recreation Ground

## Our Service Commitment

Pembrokeshire Coast National Park Authority is committed to providing a high standard of service to all its customers - but we want to know when things go wrong.

We can learn from your experience - if you think that we have failed to do something or that we have done something badly, or you have a suggestion for improving services then it's important that you tell us about it.

We want you to feel free to contact us with any comments or suggestions. By doing this you will enable us to put things right and improve the service. This does not affect the statutory rights whereby an applicant for planning approval can ask the Welsh Government to consider their case if they think we have made the wrong decision or we have not given a decision within an 8 week period.

## Service Standards

Our staff are committed to giving you a high standard of service. They will deal with your enquiries politely and quickly and they will meet the standards set out in this booklet, which is available in Information Centres or the National Park Office, Llanion Park, Pembroke Dock, Pembrokeshire. Tel. 01646 624800.

## Definition of Dissatisfaction

Anyone who has had contact with the Pembrokeshire Coast National Park Authority can express dissatisfaction about the following:

- the behaviour/actions of Members of the Authority or its staff;
- the standard of service provided by the Authority or the manner in which it was provided;
- lack of appropriate action or failure to deal with the matter quickly enough.

Normally, we will only be able to look at your concerns if you tell us about them within 12 months of the perceived incident. We may exceptionally be able to look at concerns which are brought to our attention later than this, however you will need to give us good reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to enable us to consider it properly.

## What to do

Contact us either by telephone, by visiting the National Park Office, by writing to us or by email.

## Telephoning

You can telephone the National Park Authority's Customer Contact Centre on 01646 624800.

If you have already had contact with the service and have ongoing correspondence you can telephone direct, quoting the letter reference.

If you prefer not to speak to the office, you can telephone the Chairman or any Member of the National Park Authority (see list of Members on Page 5).

You can also ask a friend, relative or a representative to telephone on your behalf.

## Visit the National Park Office

If you prefer you can visit the National Park office or ask a friend, relative or representative to visit us on your behalf in order to make the complaint or suggestion.

The office is located at Llanion Park, Pembroke Dock. If you are unfamiliar with the area the location map inside the front cover will assist you.

## Write to the National Park Authority

You can write to us if you prefer by detailing your concerns in a letter, an email or by completing the attached form. We are happy to communicate with you in Welsh or English. Please remember that we can only deal with complaints that are about our services and/or our Members or employees, or contractors working on behalf of the Authority.

Please feel free to suggest what we might do to solve the problem, and tell us how we may contact you.

Send your letter to:

Administration and Democratic Services  
Manager  
Freepost RTKR-GGRT-ESST  
Pembrokeshire Coast National Park  
Llanion Park  
PEMBROKE DOCK  
SA72 6DY

**(Please handwrite this address on your envelope/label only)**

Email: [info@pembrokeshirecoast.org.uk](mailto:info@pembrokeshirecoast.org.uk)

## What happens next?

We will acknowledge your communication or visit within three working days and tell you the name and telephone number of the person dealing with it.

We aim to resolve concerns within 20 working days. If your complaint is more complex we will let you know within this period why we think it may take longer to investigate. At the conclusion of the investigation into your complaint we will explain how and why the investigator has come to his/her conclusions.

## What if I feel that the outcome is unsatisfactory?

If you feel that the matter has not been dealt with properly or you are unhappy with the reply, then you can ask the National Park Authority's Monitoring Officer to investigate your case (telephone 01646 624800 or email [monitoringofficer@pembrokeshirecoast.org.uk](mailto:monitoringofficer@pembrokeshirecoast.org.uk))

In doing so, you do not in any way affect your right of taking your complaint to the Ombudsman if you remain dissatisfied.

The Monitoring Officer is an independent adjudicator. At this stage you will have an opportunity to make any points which you feel have not been properly considered.

The Monitoring Officer will let you have a copy of his Report which will contain details of his decision and any recommendations. In addition the Monitoring Officer periodically informs the Authority/Standards Committee of the existence and nature of his Reports.

If you need help in making your complaint or concerns known to the Authority you can telephone our Customer Contact Centre team on 01646 624800 who will connect you with a senior officer who will be able to assist you.

## **Bringing a complaint to the Public Services Ombudsman for Wales (“the Ombudsman”)**

The law provides that the Ombudsman may investigate a matter once he is satisfied that:

- (a) the matter has been brought to the attention of the Authority, and
- (b) the Authority has been given a reasonable opportunity to investigate the complaint and respond to it.

These requirements will have been met once you have received a formal response in writing from the Authority in answer to your complaint or the Authority has been given a reasonable time to respond to your complaint but has failed to do so. Your option and right to go direct to the Ombudsman is available as from that stage.

Please note that the Ombudsman has the discretion to investigate a complaint even if these requirements have not been met – if the Ombudsman is satisfied that it would be reasonable for him to do so in the particular circumstances.

If you wish to contact the Ombudsman, will you kindly note the following details:

The Public Services Ombudsman for Wales  
1 Ffordd Yr Hen Gae  
Pencoed CF35 5LJ

Telephone enquiry number:  
0300 790 0203

(Calls to this number are charged at the normal landline rate, regardless of what part of the country you are calling from, including if you use a mobile)

Fax Number: 01656 641199

Website address:  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## **Please remember our commitment**

If you feel we have done something wrong or badly or that there has been a long delay in dealing with any matter, please tell us about it. Only by doing this can we put matters right and acknowledge any mistake on our part. This will also enable us to improve our services for the benefit of everyone.

## National Park Authority Members

### County Council Representatives

**Clr Phil BAKER** 01834 811298 [philba@pembrokeshirecoast.org.uk](mailto:philba@pembrokeshirecoast.org.uk)  
Northover, Rushy Lake, Saundersfoot, SA69 9PA

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**Clr Mrs Di CLEMENTS** 01834 891206 [dic@pembrokeshirecoast.org.uk](mailto:dic@pembrokeshirecoast.org.uk)  
Broomhill Farm, Martletwy, Narberth, SA67 8BJ

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**Clr Kevin DOOLIN** 01348 874285 [kevind@pembrokeshirecoast.org.uk](mailto:kevind@pembrokeshirecoast.org.uk)  
Greenways, Glan-Y-Môr Road, Goodwick, SA64 0EP

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**Clr Mike EVANS** 01834 842546 [mikee@pembrokeshirecoast.org.uk](mailto:mikee@pembrokeshirecoast.org.uk)  
Trem-Byr, Fourwinds Lane, Penally, Tenby, SA70 7PB

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**Clr Paul HARRIES** 01239 820809 [paulh@pembrokeshirecoast.org.uk](mailto:paulh@pembrokeshirecoast.org.uk)  
Gwalia, East Street, Newport, SA42 0SY

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**Clr Mike JAMES** 01239 614020 [mikeja@pembrokeshirecoast.org.uk](mailto:mikeja@pembrokeshirecoast.org.uk)  
Bronllwyn, 7 Grove Terrace, St Dogmaels, SA43 3ER

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**Clr Phillip KIDNEY** 01834 871923 [philk@pembrokeshirecoast.org.uk](mailto:philk@pembrokeshirecoast.org.uk)  
Kidbraesons, Jameston, Manorbier, Tenby, SA70 8QE

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**Clr Peter MORGAN** 01437 781010 [peterm@pembrokeshirecoast.org.uk](mailto:peterm@pembrokeshirecoast.org.uk)  
Rock Terrace, Little Haven, Haverfordwest, SA62 3UE

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**Clr Reg OWENS** 01646 697658 [rego@pembrokeshirecoast.org.uk](mailto:rego@pembrokeshirecoast.org.uk)  
Harbeston Cottage, Herbrandston, Milford Haven, SA73 3SJ

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**Clr Anthony W WILCOX** 01646 621942 [tonyw@pembrokeshirecoast.org.uk](mailto:tonyw@pembrokeshirecoast.org.uk)  
25 Owen Street, Pennar, Pembroke Dock, SA72 6SL

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**Clr Michael WILLIAMS** 01834 844598 [michaelw@pembrokeshirecoast.org.uk](mailto:michaelw@pembrokeshirecoast.org.uk)  
4 Harding Street, Tenby, SA70 7LW

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**Clr Steve YELLAND** 01437 764006 [stevey@pembrokeshirecoast.org.uk](mailto:stevey@pembrokeshirecoast.org.uk)  
10 Lindsway Park, Haverfordwest, SA61 2QP

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### Welsh Government Appointees

**Mr Allan G ARCHER** 01792 207154 [allana@pembrokeshirecoast.org.uk](mailto:allana@pembrokeshirecoast.org.uk)  
6 Admiral's Walk, Sketty, Swansea, SA2 8LQ

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**Mrs Gwyneth HAYWARD** 01239 820654 [gwynethh@pembrokeshirecoast.org.uk](mailto:gwynethh@pembrokeshirecoast.org.uk)  
Berry Hill House, Newport, SA42 0NW

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**Dr Rachel HEATH-DAVIES** 07974 405142 [racheld@pembrokeshirecoast.org.uk](mailto:racheld@pembrokeshirecoast.org.uk)  
32 Porth-y-Gâr, Bynea, Llanelli, SA14 9TJ

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**Mrs Julie JAMES** 01558 668827 [juliej@pembrokeshirecoast.org.uk](mailto:juliej@pembrokeshirecoast.org.uk)  
Pant-y-Glien, Capel Isaac, Llandeilo, SA19 7UD

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**Dr Rosie PLUMMER** 01558 669104 [rosiep@pembrokeshirecoast.org.uk](mailto:rosiep@pembrokeshirecoast.org.uk)  
Lan Lash, Dryslwyn, Carmarthen, SA32 8BA

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**Mr Ted SANGSTER** 01437 741771 [teds@pembrokeshirecoast.org.uk](mailto:teds@pembrokeshirecoast.org.uk)  
1 The Close, Spittal, Haverfordwest, SA62 5QH

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# Comments/Complaint Form



### Your details

Name: .....

Address and Post Code: .....

.....

.....

Telephone: .....

Mobile number: .....

Email address: .....

Please indicate by which of the above methods you would prefer us to contact you.

The person who experienced the situation should normally fill in this form. If you are filling this in on behalf of someone else, please fill in the following section. Please note that before taking forward the matter we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

### Making a comment/complaint on behalf of someone else: Their details

Their name: .....

Address and Post Code: .....

.....

.....

What is your relationship with them? .....

.....

Why are you making a complaint on their behalf? .....

.....



**About your comment/concern/complaint**

(please continue on a separate sheet(s) if necessary)

Details of your comment/concern/complaint:

What could be done to remedy the problem or issue?

Have you already raised the issue with the person(s) concerned?  
If so, please give brief details of how and when you did so:

If it is more than 12 months since you first became aware of the problem,  
please give the reason why you have not complained before now:

**If you have any documents to support your comment/concern/complaint, please attach them to this form.**

Signature: ..... Date: .....

**Please return the form to:**

Administration and Democratic Services Manager  
Freepost RTKR-GGRT-ESST  
Pembrokeshire Coast National Park  
Llanion Park  
PEMBROKE DOCK  
SA72 6DY

**(Please handwrite this address on your envelope/label only)**

Alternatively, you can email it to [memberservices@pembrokeshirecoast.org.uk](mailto:memberservices@pembrokeshirecoast.org.uk)

**Please note the following important information**

**Data Protection**

The information you provide will only be held for the purposes of processing and administration and will not be passed to any other organisation. However, in order to investigate any concern you may have, we may need to divulge your information to other Authority staff. This will only be done where absolutely necessary. Should you refer your complaint to the Public Services Ombudsman for Wales, then information must by law be provided to them on request.

**Freedom of Information**

Any correspondence received by the Authority may be subject to a Freedom of Information request. Where appropriate, the Authority will try and maintain anonymity.

**For internal use only**

Date received: .....

Received by: .....

Date acknowledged:.....

To be actioned by: .....

Date response sent: .....

