



Canal &  
River Trust

## Making a complaint

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### 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, 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 actively encourage waterway visitors to use our complaints procedure so that issues and concerns can be raised with our senior managers and addressed appropriately. If you have purchased goods or services on-line from us, then you can also access this complaints procedure set out below by registering with the EU Online Dispute Resolution Platform using the following link: <http://ec.europa.eu/consumers/odr/>

Here we explain how our complaints procedure works, what you need to do and what you can expect. There are two levels – first and second.

### First level

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided on one of our waterways, you should write in the first instance to the waterway office for that area of the waterway network. If you are in any doubt about which waterway office you should write to, a member of our customer services team will be happy to advise you. Just call 0303 040 4040 or email [customer.feedback@canalrivertrust.org.uk](mailto:customer.feedback@canalrivertrust.org.uk).

If your complaint relates to a British Waterways Marinas Limited (BWML) site please write directly to the:

Managing Director BWML  
Sawley Marina  
Sawley  
Nottinghamshire  
NG10 3AE

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

Once we have received your complaint we will acknowledge it in writing within five working days. You can normally expect a full written response, from the most senior manager with overall responsibility for the area of your complaint, within 15 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at the first level.

If your complaint does not relate to a local waterway or BWML but to one of the Trust's central department services, please write in the first instance to:

Sarina Young  
Customer Services Co-Ordinator  
Canal & River Trust  
The Kiln  
Mather Road  
Newark  
NG24 1FB

or email [customer.feedback@canalrivertrust.org.uk](mailto:customer.feedback@canalrivertrust.org.uk) outlining your complaint and asking for it to be considered at the first stage of the complaints process. Your complaint will be acknowledged within five working days and you will usually receive a response within 15 working days of our acknowledgement.

## Second level

If, after receiving our response at the first level, you feel that your concerns have not been fully addressed, you can ask for your complaint to be referred to the second level of our complaints procedure.

Please contact:

Sarina Young  
Customer Services Co-Ordinator  
Canal & River Trust  
The Kiln  
Mather Road  
Newark  
NG24 1FB

or email [customer.feedback@canalrivertrust.org.uk](mailto:customer.feedback@canalrivertrust.org.uk) and request that your complaint be referred to the second level. Your request will be acknowledged within five working days and your correspondence will be passed on, with any other supporting evidence, to an independent senior manager who does not have direct line management responsibility for the area of your complaint. This helps to ensure that your concerns are dealt with fairly and on the merits of the case you present.

You can normally expect a full written response to your complaint within 15 working days of our acknowledgement of the complaint reaching the second level. It may be necessary for the director or senior manager to request further information from local employees or from parties with an external relationship to the Trust. If we feel it may not be possible to respond to your complaint within 15 working days, we will contact you again and let you know when you can expect to receive our response.

## The Waterways Ombudsman

We strive to resolve concerns or complaints however, if after our responses you still feel dissatisfied you may wish to refer your complaint to the Waterways Ombudsman for consideration. 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 twelve 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.

## 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 us

### **Sarina Young**

Customer Service Co-Ordinator (National)

Canal & River Trust

The Kiln

Mather Road

Newark

NG24 1FB T

Call: 0303 040 4040

Email: [customer.services@canalrivertrust.org.uk](mailto:customer.services@canalrivertrust.org.uk)

### **The Waterways Ombudsman**

PO Box 854

Altrincham

WA15 5JS

Call: 0161 980 4858

Email: [enquiries@waterways-ombudsman.org](mailto:enquiries@waterways-ombudsman.org)