



COETIROEDD
GWELL
I GYMRU



BETTER
WOODLANDS
FOR WALES

Grantiau a chymorth
i greu a gwella coetiroedd

Grants and support for creating
and improving woodlands

FRAMEWORK AGREEMENT – Schedule 2

Complaints Process

Purpose, Definitions & Values

This document outlines the arrangements for dealing with all complaints against all parties within Better Woodlands for Wales (BWW). The Complaints Process covers all situations where one party expresses displeasure or resentment about the work or conduct of another party within the BWW scheme. For the Complaints Process to be effective it is important that it is:

- Fair
- Transparent
- Expedient

Complaints Process

Forestry Commission Wales (FCW) is responsible for running the Complaints Process and ensuring it meets the values listed above. There are six stages:

Validation: In all cases, when a complaint is received, FCW will check whether or not the complaint is valid. This will include determining the facts by speaking to the complainant and the party against which the complaint has been made. Certain types of complaint will automatically be considered invalid and FCW will not get involved. These include complaints made by any:

- a) Applicant against another Applicant.
- b) Applicant against any Management Planner or Specialist relating to any work which is not directly related to preparing a Management Plan, and is not being grant-aided for that purpose, including work on stand alone Felling Licences, Environmental Impact Assessments and work relating to the implementation of a Plan of Operations Contract.
- c) Party against any other party about issues, conduct or work that is not part of the Better Woodlands for Wales scheme.

Determination: Once the complaint has been deemed valid FCW will determine what action to take. In all cases, except where a complaint has been made against the Operations Manager,



the Operations Manager will determine the action. In determining action, the Operations Manager will identify and review previous complaints made by the complainant and complaints made against the party who the complaint is about, and refer to any contracts that are in place.

Action: Complaints made against **Planners and Specialists** will feed into the 'Maintaining Standards' process and action will be taken using the guidance that the process outlines.

Complaints made against **FCW staff** will feed into the FCW Performance Management System and action will be taken using the guidance that this process outlines.

Complaints against **all other parties** will normally result in a warning letter. Where three similar valid complaints have been received against an individual, FCW may decide to exclude that individual from certain BWW processes. Where an individual is part of an organisation, action may include writing to a line or senior manager.

Recording: All complaints will be recorded against the case (Management Plan, Felling Licence etc).

Feedback: In all cases the complainant will receive feedback from the Operations Manager on what action has been taken.

Monitoring: Recording complaints in G&L Online will allow complaints to be monitored. Monitoring will be done annually and will seek to identify trends and point to BWW process improvements. It will also help to assess the effectiveness of the actions taken.