



How to find out more about the Forestry Commission and its work

The Forestry Commission works to protect and expand our forests and woodlands and increase their value to society and the environment.

The Forestry Commission provides many services; through our management of the national woodlands and as the government department responsible for forestry policy and its regulation. We also have responsibilities for promoting 'openness' in what we do.

This short leaflet sets out our commitments to openness and explains how you can make enquiries or complain on occasions when things go wrong.

You will find information on the following:

- **Our values and principles;**
- **Sources of information;**
- **Asking for information?;**
- **Our complaints procedure; and**
- **How to contact us.**

As forestry is devolved we work closely with the rest of Government and the devolved administrations, and with partners in the private, voluntary and public sectors.

Our values and principles

We have a set of organisational values that influence and describe how we work with our colleagues, partners, and citizens. These values guide the way we go about our business and provide a checklist for our actions, decisions and behaviour. The six values are:

- **teamwork** - working as teams with colleagues and others to ensure that trees, woods and forests meet the needs of people;
- **professionalism** - enjoying and taking pride in our work, achieving high standards of quality, efficiency and sustainability;
- **respect** - treating one another with consideration and trust, recognising each person's contribution;
- **communication** - being open, honest and straightforward with colleagues and others, always as willing to listen as to tell;
- **learning** - always learning, from outside the Forestry Commission as well as within; and
- **creativity** - not being afraid to try new ways of doing things.

In addition, we apply the following principles to our work:

- to be open about our work;
- to use the clearest language we can;
- to respect privacy, confidentiality and the law;
- to offer prompt and comprehensive responses to all enquiries;
- to explain how to complain; and
- to minimise the costs of providing information.

Sources of information

The Forestry Commission publishes a great deal of information in hardcopy written format and also on our website (www.forestry.gov.uk). You can find further information about our written publications, including our 'Publication Scheme' (a framework that sets out how and where we routinely publish certain material), on the website or by contacting us at one of the addresses or telephone numbers at the end of this leaflet.

Asking for information?

Providing help and advice

We will, as far as is reasonable and practicable, provide help and advice on asking for information.

Requesting information

You can request information:

- in writing, including fax or email;
- by contacting our public enquiries line **0845 FORESTS (367 3787)**; and
- by phone, or in person if you find that easier.
 - If your request is not in writing, we may write to you to confirm your request.

We aim to deal with your request as fully and promptly as we can and certainly within the timetables set out by any supporting legislation. You can help us by:

- ensuring your contact details are complete and accurate;
- providing us with all the contact routes that you can. For example, home and mobile telephone contact numbers, or fax numbers can greatly speed up the process if we need to get in touch with you;

- if you are applying in handwriting, please ensure your request is as legible as possible. This helps us provide you with exactly what you want without having to seek clarification;
- you don't have to tell us why you seek information but it might help us to ensure you get what you want; and
- if you think the provision of information might incur a charge please let us know if you have a cost limit. We will try to help you manage the request so that it comes within your budget.

If you live in Wales and would like to communicate using the Welsh language then we will respect this and note for all future communication.

Freedom of Information, Environmental Information Regulations or Data Protection Act?

Don't worry! You don't need to know which law gives you the right to know. We will look at all valid requests for information, gather the material together, and respond.

The presumption is that we will disclose information unless it is exempt under the laws and regulations designed to protect other rights of individuals and society. If we are withholding information we will explain why.

If you are not sure how to make your request, please ask us for help.





Forestry Commission

How to contact us

People like to contact us in a number of ways. Often the easiest may be to contact one of our local offices, which collectively cover the whole of GB. Details of addresses and coverage is most easily accessed via our website (www.forestry.gov.uk)

Alternatively contact one of our three National Offices:

Forestry Commission England

Great Eastern House, Tenison Road, Cambridge CB1 2DU
Tel: 01223 314546 • Fax: 01223 460699
Email: fcengland@forestry.gsi.gov.uk

Forestry Commission Scotland

Silvan House, 231 Corstorphine Road, Edinburgh EH12 7AT
Tel: 0131 334 0303 • Fax: 0131 316 6152
Email: fcscotland@forestry.gsi.gov.uk

Forestry Commission Wales

Victoria Terrace, Aberystwyth, Ceredigion SY23 2DQ
Tel: 01970 625866 (from April 2005 - 0845 604 0845)
Fax: 01970 626177
Email: fcwales@forestry.gsi.gov.uk

If your enquiry is of a general nature or at a GB level then contact:

Forestry Commission GB

Silvan House, 231 Corstorphine Road, Edinburgh EH12 7AT
Tel: 0845 FORESTS (367 3787) • Fax: 0131 334 3047
Email: enquiries@forestry.gsi.gov.uk

And finally, if the enquiry concerns our Forest Research Agency then please contact:

Forest Research

Alice Holt Lodge, Wrecclesham, Farnham, Surrey GU10 4LH
Tel: 01420 22255 • Fax: 01420 23653
Email: research.info@forestry.gsi.gov.uk

www.forestry.gov.uk



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Our complaints procedure

We do, of course, hope that you will not find any cause for concern in your dealings with the Forestry Commission. However, if you do wish to make a complaint, you can either contact any of our offices or you may wish to send your complaint to our Public Enquiry Service. (Please see the 'How to contact us' section.)

If you are not getting the help from us you would like...

We shall do everything we can to deal with your complaint to your full satisfaction but if you feel that our response does not fully address your concerns you have the opportunity to take the matter further. Depending on your location or the nature of your enquiry, our Director General, Director for Scotland, Director for England, Director for Wales, or Chief Executive Forest Research will ensure that any sustained complaints are given further, impartial consideration. (Please see our 'How to contact us' section.)

If you are still not getting the help from us you would like...

We aim to resolve all complaints within the organisation. However, should you remain dissatisfied after using the Commission's complaints system, you can refer the matter through your local MP or MSP or AM to the appropriate Ombudsman who will consider your case. The Commission agrees to be bound by the recommendations of the Ombudsman. Details on how to contact the respective Ombudsman's offices in each country are given opposite.

Ombudsman contact details

GB/England

Cases should be referred to the Parliamentary Commissioner for Administration (tel: 0845 015 4033 or 020 7217 4163). Further information is available at www.ombudsman.org.uk

Scotland

Your complaint must be submitted to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS within 12 months of the issue arising (tel: 0870 011 5378). Further information regarding the Scottish Public Services Ombudsman is available at www.scottishombudsman.org.uk

Wales

Cases should be referred to the Welsh Administration Ombudsman at the 5th floor, Capital Tower, Greyfriars Road, Cardiff, CF10 3AG (tel: 0845 601 0987). Further information is available at www.ombudsman.org.uk/pca/wales/index.html

Complaints in respect of compliance with the Freedom of Information Act

If you have a complaint regarding a response you have received from us in reply to a request for information, which you have been unable to resolve with the local staff involved then please contact one of our senior managers as described earlier. If you then still remain dissatisfied, you can write to:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SH9 5AF,
marking your letter 'FOI Complaint'.

