

Woodland Grant Scheme Applicant's Charter for England

Your Application

In England, we will deal with **new planting** applications differently from applications for other WGS grants. There are **two closing dates** each year for receipt of new planting applications. Your proposals will be **scored** against the objectives of the England Forestry Strategy and we will register your application upon receipt and hold it until the next closing date. After the closing date for new planting applications, we will determine which we can accept based on their score and on the total grant we have available.

Applications for other WGS grants will be dealt with as they are received.

Charter times

For New Planting applications

- We will announce the minimum score that we will accept no later than **6 weeks** after the closing date.
- We will send you a draft contract within **11 weeks** of announcing the minimum score.

For other WGS grant applications

- We will send you a draft contract within **11 weeks** of registering your application unless we have told you it will take longer. This may happen if there are major issues to resolve.

For every WGS application

We will also:

- Acknowledge receipt of your application within **3 working days**;
- Tell you the **name** of the person dealing with it;
- Contact you within **2 weeks** of receiving your application if we need more information to help us register it, and tell you what we need;
- Contact you beforehand if we need to visit the woodland site.

Notes

If we ask you for further information, the time you take to provide this is not counted as part of our Charter time. Please try to respond to our queries and correspondence as soon as possible.

Applications for Challenge funded projects and plan preparation grants are handled according to the timetable set out in the relevant leaflet.

Woodland Grant Scheme

Applicant's Charter for England

Your Claim for Grant

- We will contact you within **2 weeks** of receipt if we need further information and to arrange an inspection if required.

We will try to pay a satisfactory claim within **4 weeks** of getting your claim. If we cannot do this we will let you know when we can pay you.

If we are not satisfied with the work we may refuse or reclaim grant, but we will give you the opportunity to put things right, if this is possible.

You can appeal against our decision to refuse or reclaim grant if you disagree with our decision about the work. Your contract gives you the right to ask for an independent arbitrator to decide. Condition 18 of the Woodland Grant Scheme tells you more about this.

Your Amendment

The Charter times for dealing with amendments are the same as those for new applications.

How to complain

If you are not satisfied with the way we have handled your application, grant claim or amendment, you should talk to the Conservator at your local Conservancy office. If the difficulty remains unresolved, you should take this up with the Chief Conservator for England. If you still consider that your complaint has not been satisfactorily dealt with you can ask for the matter to be considered by the appropriate non-executive Forestry Commissioner.

The Forestry Commission sets standards for the forestry industry and administers the Woodland Grant Scheme. It is committed to providing the best service possible with the resources available.

How you can find out more

For more information contact:

Paul Johnston, Forestry Commission, National Office for England
Great Eastern House, Tenison Road, Cambridge CB1 2DU

Tel: 01223 314546 • Fax: 01223 460699

E-mail: paul.johnston@forestry.gov.gsi.co.uk

defra
Department for Environment
Food and Rural Affairs



Forestry Commission
England

FCCS311