



Mill Wharf, Mill Lane, Wyre Piddle, Nr Pershore, Worcestershire, WR10 2JF
Telephone: 01386 552517, Fax: 01386 556881
Navigation Concern / Incident Tel: 0300 999 2010
Email: office@avonnavigationtrust.org, Web: www.avonnavigationtrust.org

Making a Complaint

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 or volunteers, 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 therefore have the following procedure in place for such cases.

First Level

If we haven't reasonably met your expectations or you wish to make a formal complaint relating to services or facilities provided on our waterway, you should write in the first instance and send this to:

Complaint Level One
Avon Navigation Trust
Mill Wharf
Mill Lane
Wyre Piddle
Pershore, WR10 2JF

or email: complaintlevelone@avonnavigationtrust.org

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

Once we have received your complaint we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response from the Office Manager within 30 working days of this acknowledgement.

Second Level

If, after receiving our response at the first level, you feel that your concerns have not been fully addressed or your complaint involves to the Office Manager then you can ask for the complaint to be referred to the second level of our complaints procedure. You should do this by putting in writing your request and sending this to:

Complaint Level Two
Avon Navigation Trust
Mill Wharf
Mill Lane
Wyre Piddle
Pershore, WR10 2JF

or email: complaintleveltwo@avonnavigationtrust.org



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Please include all relevant details that were sent with your level one complaint such as locations, dates, people contacted and the other circumstances relating to your complaint. Also include the level one response and an explanation why you are not satisfied with the response. This helps us quickly and fully understand the nature of your complaint to begin our investigations.

Once we have received your request to escalate your complaint we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response from the Chief Executive within 30 working days of this acknowledgement.

Independent Trustee/Director

We strive to resolve concerns or complaints through the first two levels however, if after our responses from level one and level two of the procedure you are still feel dissatisfied or the complaint involves the Chief Executive then you may wish to refer your complaint to an Independent Trustee for consideration. You should do this by putting in writing your request and sending this to:

Complaint Independent Trustee/Director
Avon Navigation Trust
Mill Wharf
Mill Lane
Wyre Piddle
Pershore
WR10 2JF

Or email: trustees@avonnavigationtrust.org

Please include all relevant details that were sent with your level one and two complaint such as locations, dates, people contacted and the other circumstances relating to your complaint. Also include the level one and two response and an explanation why you are not satisfied with the response. This helps us quickly and fully understand the nature of your complaint to begin our investigations.

Once we have received your request to escalate your complaint we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response from the Independent Trustee within 60 working days of this acknowledgement. This then concludes the complaints procedure and the decision of the Independent Trustee is final.

An Independent Trustee (Director) will be a Trustee of ANT who is not directly involved in the day to day running of the Trust. Examples are: The Marketing, Communications & PR Director, The External Funding Director and The Legal Director. Other Directors may be classed as independent depending on the complaint.

Trustees are non paid volunteer Trustees, Directors and members of ANT Council of management.

**If the issue is a Navigation Concern or Incident then you should telephone
our 24/7 on call number 0300 999 2010.
This complaints procedure is not for this type of concern.**