



# AVON NAVIGATION TRUST

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](mailto:office@avonnavigationtrust.org), Web: [www.avonnavigationtrust.org](http://www.avonnavigationtrust.org)

## MAKING A COMPLAINT

**This procedure is for Vessel Users, legally using services and facilities provided by Avon Navigation Trust on the River Avon**

### **If You Have an Issue or Potential Complaint**

We are committed to providing excellent levels of service to the users of vessels on our river. We strive to meet the expectations of our vessel user customers and vessel user 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 our vessel using customers or visitors in relation to our services and facilities 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 in relation to the services and facilities we provide for vessel users.

Vessels include: any ship, boat, barge, lighter, raft, yacht, launch, houseboat, randan, wherry, skiff, gig, dinghy, shallop, punt, canoe, coracle, flat, paddle board, tug, amphibious craft, hovercraft and any type of vessel or any type of craft as defined in the LANT & UANT Byelaws.

### **Customer Service Team Engagement**

We have a dedicated Customer Service Team lead by the Customer Service Manager. Their role is to deal with any vessel user issues, concerns in the first instance and then try and resolve the issue.

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

Customer Service Manager  
Avon Navigation Trust  
Mill Wharf  
Mill Lane  
Wyre Piddle  
Pershore, WR10 2JF

or email: [customerservice@avonnavigationtrust.org](mailto:customerservice@avonnavigationtrust.org)

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

The Customer Service Team will acknowledge it in writing or by email in 5 working days.

Then the Customer Service Team will conduct an investigation and likely be in contact by phone or email to discuss the concern and try and amicably resolve the matter.



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## First Level

If we haven't reasonably met your expectations and the Customer Service Team have not been able to resolve the issue you can make a formal complaint relating to vessel user services or facilities provided on our waterway, you should write and send this to:

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

or email: [complaintlevelone@avonnavigationtrust.org](mailto:complaintlevelone@avonnavigationtrust.org)

Please include all relevant details that were sent with your engagement with the Customer Service Team, such as locations, dates, people contacted and the other circumstances relating to the issue. Also include the Customer Service Team 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 complaint, we will acknowledge it in writing or by email in 5 working days. You can normally expect a full written response sent by post from a Senior Manager not involved with the complaint posted within 30 working days of the acknowledgement.

## Second Level (Complaint Review)

If, after receiving our response at the first level, you feel that your vessel user concerns have not been fully addressed then you can ask for the complaint to be referred to the second level of our complaint's 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](mailto:complaintleveltwo@avonnavigationtrust.org)

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 sent by post from a Trustee not involved with the complaint posted within 30 working days of the acknowledgement.





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### **Instances Where We Won't Accept a Complaint**

We always welcome feedback and suggestions for improvement. However, there are certain instances where we won't accept a complaint.

We're unable to investigate a complaint if it's:

- An anonymous complaint.
- If you are not lawfully accessing the service and facilities, we provide for vessel users which is the subject of your complaint.
- If you are not a user of a correctly licenced vessel as defined by the LANT and UANT Byelaws and therefore not a legal customer or visitor.
- About one of our policies or consultations, though your feedback will be noted. For example, our licence terms and conditions, licence enforcement policy, licence fees and licence policy. This does not affect your right to pursue a legal claim outside of the complaints process where you have grounds to do so. If you do wish to pursue a claim, we would suggest that you seek your own legal advice.
- In relation to a navigation concern, incident, stoppage, restriction, warning or alert.
- In relation to any service or facility that is subject to a warning or alert notice.
- In relation to concerns, issues or incidents related to river flooding.
- To do with legal issues or commercial disputes, though this does not affect your right to pursue a legal claim outside of the complaints process where you have grounds to do so. If you do wish to pursue a claim, we would suggest that you seek your own legal advice.
- A complaint that has already completed the Trust's complaints procedure where you are not presenting any new evidence which may affect the original outcome.

### **Anybody who is not a Vessel User on the River Avon**

Therefore, is not a customer or visitor and not using Avon Navigation Trust services or facilities can raise an issue, or concern by contacting the Customer Service Team as below:

Customer Service Manager  
Avon Navigation Trust  
Mill Wharf  
Mill Lane  
Wyre Piddle  
Pershore, WR10 2JF

or email: [customerservice@avonnavigationtrust.org](mailto:customerservice@avonnavigationtrust.org)



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## The Waterways Ombudsman

We strive to resolve vessel user concerns or complaints through our Customer Service Team and the first levels however, if after our responses from the Customer Service Team, level one and level two of the procedure you still feel dissatisfied then you may wish to refer your complaint to the Waterways Ombudsman. 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 legal vessel users 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 12 months of the completion of the complaint's 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.





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How to contact The Waterways Ombudsman:

The Waterways Ombudsman  
PO Box 18745  
Sutton Coldfield  
B73 9YE  
Call: 07771 150 500  
email: [enquiries@waterways-ombudsman.org](mailto:enquiries@waterways-ombudsman.org)

Note - as the Ombudsman works part time, sometimes they cannot respond to calls immediately but will get back to you as soon as they are able.

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**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 or incident.**

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**If the issue is a Licencing Issue, then you should telephone  
our licence enquiry number 0300 111 2010.**

**This complaints procedure is not for licence issues.**

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