

www.edoconline.co.uk

Complaints procedure for edoc

All edoc users have a right to good customer service, to be treated properly and fairly, and to have things put right if they go wrong.

If you are unhappy with the service we have provided, please contact us to discuss your concerns and we will do our best to resolve the matter.

If you wish to make a formal complaint about edoc, please follow the procedure described here.

Our aim

edoc will aim to resolve all formal complaints within 10 working days.

Procedure

1. If you wish to make a formal complaint, you can make it by telephone, email or in writing to the edoc programme (details below), or any of the edoc project partners.
2. We will acknowledge your complaint when we receive it.
3. We will provide you with a full response within 10 working days, or let you know if we need more time to investigate the situation.
4. If you are not satisfied with our response, please let us know. We will escalate your complaint to the edoc board¹ who will consider it and respond to you again.
5. If, after the above steps have been taken, you remain unhappy, we advise you to contact the relevant Ombudsman.

How to contact the edoc programme

Telephone: 03708 506 506 (Mon to Fri, 8am to 6pm)

Email: edoc@environment-agency.gov.uk

Post: edoc programme, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH

How to contact the Ombudsman

The Ombudsman is independent of the Environment Agency, edoc's lead delivery partner, and will only consider complaints after you have given edoc the chance to follow the complaints procedure to resolve your concerns.

The [Parliamentary and Health Service Ombudsman](#) can look at complaints about all aspects of our work. Your complaint must be made through your local Member of Parliament.

Telephone: 0345 015 4033

¹ The edoc board comprises senior representatives of the edoc partner organisations.

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Please note that the Local Government Ombudsman can only look at complaints about flood defence and land drainage issues, and is not the appropriate body to consider a complaint about edoc.

How to contact the Information Commissioner

If you're unhappy with the way we have managed a request for information, or the way we have limited the use or re-use of information, you can contact the [Information Commissioner](#).

Telephone: 0303 123 1113

edoc partners

[Chartered Institution of Wastes Management \(CIWM\)](#)

[Northern Ireland Environment Agency](#)

[Scottish Environment Protection Agency \(SEPA\)](#)

[Reconomy](#)

[Llywodraeth Cymru / Welsh Government](#)

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