



## Forestry England Service charter

### We are Forestry England

Forestry England is the country's largest land manager, we care for more land and trees than any other organisation in England, managing the nation's forests for people, nature, and the economy.

The foundation of our organisation is our world-class sustainable management of the nation's forests.

From small woodlands on the fringes of towns and cities, to vast areas such as the ancient New Forest, for over 100 years we have been growing, shaping, and caring for the nation's forests.

We engage with a diverse range of customers, stakeholders, and individuals in many different ways.

### Forestry England's values

Forestry England's values reflect the behaviours that are most important to us. They are relevant to all staff and volunteers and guide the decisions we make every day.

To find out more about our values, work and our priorities for the next five years visit our website to read our [Growing the future](#) plan.

### Our promise to you

Our Service charter is our commitment to the high level of service we will give and outlines what we expect of the people we engage with. To allow our staff and volunteers to carry out their work, we expect our customers, stakeholders, and everyone we engage with to behave appropriately: with courtesy, consideration, and respect.

We will be consistent, efficient, and respectful, whilst providing a high-quality service. We recognise that we are all different and we will take time to understand and try to meet individual needs, listening to feedback and striving to improve.

Our staff and volunteers will have a customer-centric approach, working professionally, being honest and open, and treating all customers, stakeholders, and the people we engage with fairly.

# Our customer promise

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## What you can expect from us

**There for you.** The forests and you are at the heart of everything we do. We will listen to, and understand, your needs and make every interaction the best that it can be while maintaining our commitments to managing the nation's forests for people, wildlife, and the economy.

- **Fair.** We will be helpful, polite, respectful, and reasonable. We will treat everyone honestly and fairly.
- **Open and responsive to feedback.** We will use feedback from customers, stakeholders, and the people we engage with to improve. We will be accountable when things go wrong, apologise, and take steps to put things right.
- **Simple and accessible.** Our services, guidance and communication will be easy to understand. We will be inclusive when designing services so that they are simple and efficient.
- **High quality and timely.** Our customers, stakeholders, and the people we engage with will be confident in our decisions and information. We will provide both in a reasonable time. The data we make available will be up-to-date and accurate.

## What we expect from you

**Respect our staff, volunteers, partners and contractors.** Inappropriate behaviour, including threats and abuse is unacceptable. Violence of any kind will not be tolerated. Our staff and volunteers have the right to withdraw from such interactions.

- **Communicate with us.** Give us accurate information when we ask you so we can deal with your needs. We will receive enquiries, feedback, or general communication via email, telephone, social media, letter or in some cases face-to-face.
- **Be understanding.** When things go wrong allow us the time to put things right, appreciating that we will also have other things we are dealing with.
- **Make reasonable requests.** Appreciate that in some cases, even with our best efforts, we may not be able to completely meet your requirements because of limited resources, conflicting requests, constraints, or rules and legal obligations that we must work within.
- **Help us to improve.** Engage with us and provide constructive feedback and suggestions on ways we can improve our services.

# Our customer promise

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## Nobody's perfect

We always aim to do an excellent job. We recognise that things sometimes go wrong, or we do not meet your expectations and welcome every opportunity to hear from you. Your feedback could help us improve.

### How to contact us

You can contact us to make a general enquiry, provide constructive feedback, comments, or suggestions by via email, telephone, social media, letter or face-to-face.

### How to make a complaint

If we haven't resolved issues raised with us through your initial contact, you can make a complaint. For more information on what to include in your complaint, our service standards and contact details visit our [website](#) or you can call 0300 067 4000.

## How we will respond to inappropriate and unacceptable behaviour

Like the people we serve, our staff, volunteers, partners, and contractors deserve to be treated with respect. We have the right to withdraw from situations that we feel are inappropriate or unacceptable.

Forestry England staff and volunteers engage with thousands of customers and stakeholders every year quickly, effectively and without incident. We rarely limit the contact people have with us. However, threatening, bullying, discriminatory, or abusive behaviour towards our staff and volunteers is unacceptable and will not be tolerated. This behaviour may mean our staff and volunteers stop contact at that point. Issues can be followed up and dealt with respectfully later. If our staff or volunteers feel unsafe or threatened, we will escalate to the police, other authorities, or organisations, or take legal action.

We hope to resolve most issues through dialogue or our complaints procedure. For those rare times that it is not possible to resolve issues we can choose to limit contact. This includes increasingly and unreasonably frequent contact or repetitive, vexatious content that does not add value and prevents us delivering our work effectively.

We explain this in more detail in our [Position statement: managing inappropriate or unacceptable behaviour](#) including how we can deal with such behaviour. It applies to all our customers, stakeholders, and the people we serve.