

## **Complaint against Forestry England**

On 29<sup>th</sup> January 2022 a complaint was made against Forestry England (attached) which centred around timber transport and the failure of Forestry England to consult over the timber transport routes.

This was echoed in another email on the same day to a member of Forestry England which stated “To help move things along faster and to correct this and any misinterpretation by Forestry England we will raise our own complaint in the system to ensure this is documented correctly. We require the respective authoritative bodies to meet to confirm an Agreed Route Agreement.”

A secondary complaint was raised on 15<sup>th</sup> February because no acknowledgement of the first complaint had been received.

Forestry England agreed to attend a consultation meeting regarding the timber transport on 21<sup>st</sup> March 2022. This was attended by themselves, members of the parish council and representatives from Cumbria County Council.

Forestry England put forward some proposals after the meeting (attached) and they pointed out that the documents presented to them at the meeting by the representatives of the parish council, they later found out only applied to Scotland. This was reiterated in their email of 8<sup>th</sup> April (attached).

On 26<sup>th</sup> May 2022 there was a meeting of the Cumbria and Northeast England Timber Transport Group. Members of Forestry England, Cumbria County Council and Euroforest all attended the meeting which had been convened directly in response to the complaint from the parish council. The conclusion of their findings (attached) was that Forestry England had engaged proportionately with the local community and that the route was an agreed route.

On 2<sup>nd</sup> July an email was sent to escalate the complaints from 29<sup>th</sup> January and 15<sup>th</sup> February as no answer had been received to them. In response to this, Forestry England emailed the clerk on 15<sup>th</sup> July (attached) to say that they believed that the issues had now been addressed. This email has been shared with the council.

The council now needs to decide if the complaint has been satisfied so that a response can be sent to Forestry England.