

Subject FW: Complaint Timber Routing Ennerdale and Kinniside
From May, Kevin <kevin.may@forestryengland.uk>
To clerk@eandkpc.co.uk <clerk@eandkpc.co.uk>
Date 15/07/2022 14:15
Priority Highest



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- Complaint 29012022.pdf(~638 KB)
 - 15022022 Complaint.pdf(~632 KB)
 - CNETTG_Ennerdale_Sub_Group_Meeting_20220526_FINAL.pdf(~469 KB)
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Jane,

I hope this finds you well.

We have received the below and attached from Daniel Young in his previous capacity as chair to the PC. My understanding is that concerns in relation to timber transport in the Ennerdale Valley were picked up within the meeting of the Cumbria and North East Timber Transport Group on the 26th of May, to which I also understand were shared with the PC. I attach for ease of reference.

Could you please advise if you feel there is any outstanding action on Forestry England in relation to Daniel Young's complaints, on behalf of the PC, in relation to timber transport in Ennerdale.

Kindest regards,

Kevin

From: Daniel Young <d.young1710@live.com>

Sent: 02 July 2022 14:29

To: Enquiries, National <nationalenquiries@forestrycommission.gov.uk>

Subject: RE: Complaint Timber Routing Ennerdale and Kinniside

This Message originated outside your organisation.

Good Afternoon,

I am yet to receive an official response to this complaint raised on the 29th January 2022, and further complaint raised on the 15th February 2022 in which receipt was acknowledged on the 15th February 2022 at 17:50.

This complaint has not been answered and it has been 154 days since the original complaint was submitted and 137 days since the complaint was raised to the National Enquiries Department.

This constitutes a breach of your policies and procedures for allowing up to 21 days for a response.

Can you advise on how this is to be escalated to the next level can you advise on the next step in your complaint's procedure.

Daniel Young

Phone: 07715328210

Email: d.young1710@live.com

From: Daniel Young

Sent: 15 February 2022 17:49

To: nationalenquiries@forestrycommission.gov.uk

Cc: clerk@eandkpc.co.uk

Subject: Complaint Timber Routing Ennerdale and Kinniside

Importance: High

I am raising a complaint

Please find attached a letter of complaint issued to the North England Complaints Team registered on the 29th January 2022.

The Ennerdale and Kinniside Parish Council and Local Civil Authority have had no acknowledgement or response to this complaint.

Can you send on return the Complaint reference number and procedures and timescales for addressing complaints.

I await your response

Daniel Young

Chairman

Ennerdale and Kinniside Parish Council

Phone: 07715328210

Email: d.young1710@live.com

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