

Environment Department

Customer Charter



**How the
Department Can
Help You To Help
Your Island**

Environment Department Customer Charter

Departmental Vision/Statement of Purpose:

Within the authority conferred by its mandate the Department's aims are:

1. To facilitate sustainable solutions to the Island's environmental, social and economic needs by balancing competing demands and managing resulting impacts.
2. To have regard to global environmental issues, developments and policy and make recommendations to the States on local application and action.
3. Conserve, enhance and promote excellence in the natural and built environment and the heritage of the Island, promoting civic pride and corporate and social responsibility, in order to maintain and improve the Island's unique identity and the quality of life of its residents.
4. Deliver the three points above having due regard to the corporate agenda of the States and best practice in corporate governance.

Employees within the Department are committed, in partnership with fellow States bodies and other organisations, to developing and maintaining a service that contributes to the faithful delivery of these aims for the benefit of the people of Guernsey and the enhancement of the environment.

In pursuit of these aims, the Environment Department will adhere to its Customer Charter, will faithfully execute its mandate, wherever reasonable adopt evidence based policies and procedures, and will undertake to act upon reasoned and legitimate feedback and complaints from whatever source.

Our staff will do the following:

- Operate in accordance with the legislation, directions and policies endorsed by the States;
- Exercise the Department's functions diligently and conscientiously without grace or favour;
- Exercise a high degree of professionalism in all undertakings;



- Be polite and courteous, safeguarding confidentiality at all times;
- Within the constraints of the Data Protection Act and other relevant legislation, operate with openness and transparency.

You can help us by:

- Being polite and courteous in your representations;
- Refraining from personalising any complaints in recognition of the fact that staff members are trying to help you.
- Listening carefully to the advice and information with which you are provided.

Making an Appeal

You are entitled to lodge a formal **Appeal** against a legislative **Decision** of the Department.

There are various procedures involved in making an appeal and you are asked to seek the assistance of a member of staff who will explain the avenues open to you.

Making a Complaint:

You are entitled to lodge a **Complaint** in respect of the **Actions** of the Department and / or its staff. Full details on making a complaint are given in the Environment Department's **Customer Complaint Procedure** leaflet.

A standard **Complaints Form** is available for registering your complaint and can be obtained from a member of staff. Please feel free to ask a member of staff to help you in completing a form if you believe you require assistance.

A copy of the Customer Complaint Procedure leaflet is given out with the Complaints Form. Both documents are available on the Department's web site at:

www.gov.gg/env



If you have any comments or questions about this Charter, please contact us at:

The Environment Department
Sir Charles Frossard House
La Charroterie
St Peter Port
Guernsey
GY1 1FH


Phone: (01481) 717200

Fax: (01481) 717099

E-mail: env@gov.gg

Web: www.gov.gg/env

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Chief Officer	
Minister	