

Feedback

Land Use Planning Consultations

We value your opinion

At **Natural England** we value our customers and seek to improve the quality of our services based on feedback and suggestions from you. If you would like to let us have your views, we would be grateful if you could take a few minutes to answer these questions and return it to us using the "Submit by Email" button.

1) <i>With reference to the recent consultation, please rate your satisfaction with:</i>	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	N/A
a) The quality of online guidance that Natural England provides on land use planning issues						
b) The ease of contacting someone who could help you						
c) The extent to which our staff were helpful, friendly and polite						
d) The extent to which our staff understood your needs						
e) The clarity of our requests for further information when dealing with your consultation						
f) The extent to which you understood the advice/information you received						
g) The practicality and helpfulness of the advice given to you						
h) The clarity of our communication						
i) The extent to which we kept you updated and informed on progress						
j) The timeliness of us negotiating revised deadlines (where applicable)						
k) Our response within agreed deadlines						
l) The extent to which you felt you had been treated fairly and with respect						

Improving the overall quality of our service

The overall quality of our service throughout your consultation process:

- 2) *In relation to your particular consultation, do you have any suggestions, ideas or feedback on how we can improve our service to you? If you have responded 'dissatisfied' or 'very dissatisfied' for question 1, please provide further information on why this is the case.*

If you would like to be contacted about this consultation please tick this box and add your direct e-mail address here:

Thank you for taking the time to let us have your views.

Rob Cooke, Director for Land Use.

Using and sharing your information

The data controller is Natural England, Foundry House, 3 Millsands, Riverside Exchange, Sheffield S3 8NH

Your information will be stored and processed in accordance with the Data Protection Act 1998. This Act gives you, as an individual, the right to know what data we hold on you, how we use it, with whom we share it and for it to be accurate.

Any information you provide will only be used by Natural England for the purposes of service standard monitoring.

