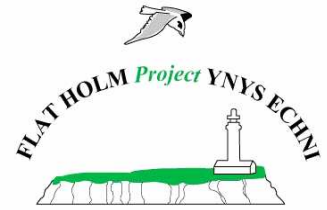




HARBOUR AUTHORITY
AWDURDOD HARBWR



Customer Charter - The Flat Holm Project

The Flat Holm Project manages and provides access to Flat Holm Island in the Bristol Channel. It has three main areas of operation:

- Conservation of the important natural and cultural features on Flat Holm island;
- Development of the island as a public resource for education in its widest sense.

Since 1996 it has been operated by Cardiff County Council and is now part of the Projects, Design and Development Service.

We Promise

- informative day visits and a responsive residential and educational programme
- helpful courteous and efficient staff
- a safe environment
- information about Flat Holm Island and the Project's services
- an experience which is high in quality and which is good value for your time and money

Flat Holm Project Standards of Service

The Project staff pride themselves on the quality of service they offer. Every effort is made to treat every visitor to the Island as a welcome guest.

We strive to comply with all of the statutory requirements which affect us.

We have achieved accreditation of these high standards by gaining Charter Mark status (the Citizen's Charter award for high standards of public service).

Contact with Project Staff

The Project staff will identify themselves in all correspondence, on the telephone and when they meet you. They will always be courteous and helpful in their dealings with you.

Response to Enquiries

We will normally respond to telephone enquiries concerning visits to Flat Holm within 2 days, in busy periods this may take longer but will be within 3 working days.

Outside normal hours, or in busy periods when the office may not be staffed an answer phone service will be available.

We will normally respond to written enquiries concerning visits within 4 days, in busy periods this may take longer but will be within 7 working days.

Other specialist enquiries may take longer, but when we anticipate this, we will explain the situation to you.



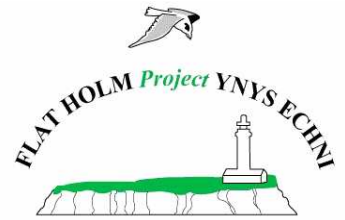
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Monitoring and Review

To ensure that we maintain high quality services our facilities are subject to periodic review, both by the County Council and external agencies. A Consultative Committee provides advice to the County Council on the management of the island and operation of the project.

We consult with our visitors and a questionnaire is completed by all residential groups following their stay.

We welcome any comments you may have. Please feel free to speak to any of the project staff or write to the Project Officer or the County Council at the addresses listed under General Information.

Complaints

If you are not satisfied with the service you have received, you are encouraged to raise the matter with us in person, by telephone or in writing. We aim to provide a high quality service that you are happy with.

If something goes wrong we can usually put it right, particularly if we know straight away.

Most matters can be dealt with by the Project staff, however if this is not possible, or you remain dissatisfied then please ask for a complaint form or write to the Operational Manager of Environment, Cardiff Harbour Authority.

You will be sent an acknowledgement within 10 calendar days of receipt of your complaint, telling you who is dealing with it. A full reply will follow within 21 calendar days, or you will be advised of any delay. A leaflet is available to explain how to make your complaint.

Further Information

For bookings and for information about the Flat Holm Project and its services, please contact;

Flat Holm Project Office,

c/o Channel View Leisure Centre, Jim Driscoll Way, Grangetown, Cardiff CF11 7HB

Telephone 029 2035 3917

e-mail flatholmproject@cardiff.gov.uk

Website www.cardiff.gov.uk/flatholm

If you wish to contact the County Council about the operation of the Flat Holm Project please write to;

The Operational Manager – Environment, Cardiff Harbour Authority, Queen Alexandra House, Cargo Road, Cardiff, CF10 4LY

Telephone 029 2087 7920

Fax 029 2087 7901

e-mail D.Lowe@cardiff.gov.uk



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