

WILDLIFE LICENSING AND REGISTRATION SERVICE

Customer Charter





Introduction

We want this Charter to help you understand what we do, what standard of service to expect, what we can do if something goes wrong and how you can contact us.

The **Wildlife Licensing and Registration Service** received Charter Mark in 2001. This is a Cabinet Office scheme recognising public sector organisations' achievement of excellence in service delivery.

It is a powerful, easy to use tool helping organisations focus on their customers, constantly improve their service and give value for money.

Central to the scheme are six Charter Mark criteria:

- Setting standards and performing well
- Actively engaging with customers, partners and staff
- Being fair and accessible to everyone and promoting choice
- Continuous development and improvement
- Effective and imaginative use of resources
- Contributing to improving opportunities and quality of life in the community

By reaching this standard, organisations show that they put their customers first.

What we do

The Department for Environment, Food and Rural Affairs (Defra) is the UK Management Authority (MA) for the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Part of

the function of the MA is to strictly regulate the commercial trade in endangered species by issuing CITES permits and certificates.

Defra's Wildlife Licensing and Registration Service is based in Bristol and deals with:

- issuing permits and certificates to allow import, export and sale, of species listed in the CITES regulations
- registering captive birds listed on Schedule 4 to the Wildlife and Countryside Act 1981



What you can expect from us

However you contact us, we will try to give you an efficient, accurate and helpful service. We will tell you what you need to do and by when. We will always tell you our names, and be courteous and professional. We will treat all our customers equally.

You can speak to a case officer from 9am to 5pm, Monday to Friday. Outside these hours you can leave voicemail messages, fax or email us.

If you have special requirements we will do whatever we reasonably can to help. If you have any special needs please contact your case officer who will always help you. (For example, you may prefer to get information from us in larger print.)

When you telephone us we will answer within five rings. If you ring 'out of hours' or the person who deals with your case is not available, you can leave a message on voicemail. We will call you back within one working day.

When you write to us we will reply within 15 working days. If we can't reply in full in that time, we will say why and let you know when to expect a full reply. The first time you contact us we will tell you the name of your case officer.

Customer Charter

When you apply for a CITES permit we will send you an application form on the day we get your request. We will process 90% of fully completed applications within 15 working days and the remainder within 30 working days.

When you apply to register a bird we will send you an application form on the day we get your request. We will process 90% of all fully completed applications within seven working days. We will process the rest within 15 working days.

If you need to visit us at our offices in Bristol, please call us and we will make you an appointment.

How you can help us to help you

Please make sure you provide accurate and complete information, with the correct payment where necessary and any other documents. If you are unsure how to complete your application form just ask us for help.

Sometimes we may need to ask you for more information. If we do, try to answer as quickly as you can, checking that you have provided everything we asked for.

If you have a deadline, or any other special requests, please tell us when you first send in your application.

If we can phone you during the day, please include your day timephone number as we may need to ask you about the information you have provided.



Information and openness

We are committed to being as open as possible in all that we do. Our policy on information reflects the code of practice on access to government information. We are committed to promoting and actively developing, internally and externally, a culture of openness, transparency and customer focus. We will make sure that any information we hold on you that is protected under the Data Protection Act 1998 will not pass into unauthorised hands. When we publish licensing and registration figures we will make sure they do not identify any individual. You are entitled to a copy of any information we hold on you, so you can check its accuracy. We may make a small charge to cover our administrative costs.

Complaints

If you are unhappy with any part of the service we have given you, contact your case officer or their manager. We will send you a copy of our leaflet "Making a complaint" so that you know what to expect. We will send a full response to all complaints within 15 working days.

If you are unhappy with the response, you can refer the matter to the Divisional Complaints Officer. The address is in the contacts section of this leaflet. If you feel that there has been maladministration by any of our staff, you may contact your local Member of Parliament and ask for your complaint to be referred to the Parliamentary Commissioner for Administration (the Ombudsman).

(Customers in Scotland and Wales will need to approach the Ombudsman through their Westminster MP and not through their Member of the Scottish Parliament or Member of the National Assembly for Wales.)

Listening to your suggestions

We welcome your suggestions and use them to improve our service. Help us to do even better by giving us feedback on the service you receive. Let us know if we have done a good job as it helps us to identify good practice. Our contact details can be found at the end of this leaflet.

Publicity and publications

We issue a CITES bulletin three to four times a year and publish it on our website. If you would like us to send you a copy, please let us know. We issue a breeders letter to all Schedule 4 bird keepers every year at the beginning of the breeding season.

We publish guidance on a wide range of topics. All are available free of charge and in large print. You can either call us and ask for a copy, or download them directly from our web site.

Our website

You can get guidance notes about registering birds of prey from Defra's web site at <http://www.defra.gov.uk/wildlife-countryside/citesbird/birdreg/index.htm>

You can get CITES application forms and guidance notes from the UK CITES web site at www.ukcites.gov.uk

CITES issues, policy guidance notes and links to other sites relevant to CITES are on this web site too. Both sites have a hyperlink to take you immediately from one to the other.

If you have any comments or ideas for either of these web sites we would be pleased to hear from you.

Useful contacts

CITES & Bird Registration general enquiries:

Tel: 0117 372 8168, 8691 or 8692

Fax: 0117 372 8206

Defra Help Line 0895 9335577

Divisional Complaints Officer Tel: 0117 372 8686

E-mail address : wildlife.licensing@defra.gsi.gov.uk

Dept of the Environment, Food and Rural Affairs

UK CITES Management Authority

Zone 1/17

Temple Quay House

2 The Square

Temple Quay

Bristol BS1 6EB

Useful website addresses

www.ukcites.gov.uk

www.defra.gov.uk/wildlife-countryside/index.htm

www.eu-wildlifetrade.org

Front cover photo taken by Philip Cribb, Royal Botanic Gardens, Kew.

**Published by the Department for Environment,
Food and Rural Affairs. © Crown Copyright 2004.**

**Printed on recycled paper containing 80% post consumer
waste and 20% Totally Chlorine Free virgin pulp.**

PB 6851 (REVISED May 2004)