



Sue Baillie  
ONE VOICE  
c/o Blue Cedar  
Wootton Road  
Tiptoe  
Lymington  
SO41 6FT

23 July 2013

Dear Mrs Baillie,

**Stage Two: Formal Complaint – Draft Landscape Action Plan, NPA Statement**

I write further to your letter of formal complaint dated 26 June 2013 concerning the Authority's statement of 24 April 2013.

Our statement was of course made in response to press enquiries relating to your own news release of 22 April 2013. I am pleased that since then, we have been able to extend the consultation period until the end of July and that you have been able to meet with both Steve Avery and Sarah Kelly to discuss your concerns.

As you know, I was on leave in early April, and whilst you spoke with David Stone and your message was passed onto Steve, unfortunately due to the unplanned nature of my absence Steve was occupied with other matters and was unable to get back to you in the short term. Please accept my apologies that this matter was not followed up on my return. However both Steve's and my email addresses are known to you, and given your knowledge of my absence, I would have expected that you would have followed up the request ahead of your press release on 22 April 2013. We are always happy to discuss any concerns that any member of the public might have about any aspect of our work. That is the nature of our longstanding offer which you would have been aware of from your previous meetings with the Authority.

In arranging the recent meeting with you on 20 June 2013, Steve did check my diary first and I am sorry I was not able to join you, as I had another engagement subsequently arranged on my behalf. Steve had made me aware

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[www.newforestnpa.gov.uk](http://www.newforestnpa.gov.uk)

beforehand of your concerns, as set out in your email of 3 June 2013, and I felt it was important that Steve meet you as soon as possible to deal with these, as the responsible Director for this programme of work.

Steve copied me in on his last email to you of 21 June 2013 and you will have noted his offer to contact either him or Sarah should *"you or anyone contacting you wish to discuss any aspect of these documents further"*.

Steve certainly did not get the impression that you were making any formal complaint when he met with you on 20 June 2013. I am therefore sorry that you now feel it necessary to make a formal complaint some two months after our respective press releases and after what I had understood to be constructive meetings with both Steve and Sarah.

I feel we have done everything reasonably possible to meet with you, understand and take on board your concerns. For the reasons set out I do not intend to take any further action, nor do I feel there is any necessity to consider the eight requests as detailed in your letter.

I do sincerely hope that we can continue to move forward in the positive and constructive manner that has been in evidence over the last two months.

However, if you are not satisfied with this response, then you may refer your complaint to the Local Government Ombudsman at the address below:

Local Government Ombudsman  
Commission for Local Administration in England  
The Oaks No 2, Westwood Way  
Westwood Business Park  
Coventry, CV4 8JB

Phone: 024 7682 0000  
Fax: 024 7682 0001  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Yours sincerely



Alison Barnes  
Chief Executive