



Your satisfaction is important to us

The British Oceanographic Data Centre (BODC) is committed to providing a quality service. However, despite our best efforts things may go wrong or perhaps the information you have received is incomplete or not what you expected. Your satisfaction is important to us so we would like an opportunity to put things right as soon as possible. Details of our complaint procedure are described below.

Our complaint procedure

If you feel dissatisfied about our service, please in the first instance contact or write to the BODC member of staff who initially dealt with you or your enquiry.

If, after you receive their response you remain dissatisfied, please write to the:

Enquiries Officer
British Oceanographic Data Centre
Joseph Proudman Building
6 Brownlow Street
Liverpool
Merseyside
L3 5DA

Fax: 0151 795 4912
Email: enquiries@bodc.ac.uk

In your correspondence you should describe the complaint clearly with suggestions on how you think we could sort things out. Please include your full name and postal address, email address and phone/fax numbers, so we can get back to you.

Our Enquiries Officer will look into, and respond to your concerns.

- Your complaint will be acknowledged and you will be given the timescale for our full reply.
- All complaints will be thoroughly investigated and you will be sent a full written response normally within 20 working days of your complaint being received.
- If, however, we are unable to send a final response within that timescale, we will send you an interim reply telling you why and when you may expect to know the outcome.

In the unlikely event that you remain unhappy, you can ask for your complaint to be referred to our Director who will complete a review and write to you with a full and swift response.

If, after following BODC's complaint procedure you remain dissatisfied. You may:

- Write to the Natural Environment Research Council Chief Executive who will initiate a further formal investigation and reply to you with his findings. His address is:

Professor Alan Thorpe
Chief Executive and Deputy Chair of the Natural Environment Research Council
Natural Environment Research Council
Polaris House
North Star Avenue
Swindon SN2 1EU

If you still remain dissatisfied you might consider

- Contacting your Member of Parliament who may agree to refer your complaint to the Parliamentary Commissioner for Administration (the Parliamentary Ombudsman)
- Writing to the Information Commissioner if your complaint is about a request for information under the **Freedom of Information Act**; the **Environmental Information Regulations** or the **Data Protection Act**.

The Information Commissioner
Information Commissioner's Office,
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Fax: 01625 524 510

Web site: <http://www.informationcommissioner.gov.uk>