

CLA MEMBER CHARTER 2018

THIS CHARTER SETS OUT OUR COMMITMENT TO OUR MEMBERS AND OUTLINES THE SERVICE YOU CAN EXPECT.

WHO WE ARE AND WHAT WE DO

The CLA exists solely to protect the interests of landowners in rural England and Wales. We know that our success depends upon delivering excellent service to our members. We help landowners work in the best interests of the land, wildlife and the environment; and we represent diverse and successful businesses located at the heart of rural communities. Our purpose is to ensure that our members have the security, certainty and support they need to make investments in their land and business.

WHAT YOU CAN EXPECT FROM US

YOU CAN EXPECT ALL CLA STAFF TO:

- be honest, polite and helpful;
- work with you to achieve positive outcomes;
- disclose conflicts of interest;
- strive to achieve excellence in the quality of work carried out on your behalf;
- be committed to providing high standards of customer service;
- respect your privacy and protect your information in accordance with the CLA Privacy Policy (available via the CLA website or on request from a CLA office).

WHEN ACCESSING CLA ADVICE AND OTHER CLA SERVICES YOU CAN EXPECT:

- unlimited and impartial professional advice;
- a prompt and courteous service;
- to know who the person handling your enquiry will be;
- to be made aware of the appropriate method of contact;
- to have confidence in the advice and guidance given.

WHAT WE EXPECT FROM YOU

TO ENABLE US TO HELP YOU, WE EXPECT OUR MEMBERS TO:

- be bound by the Memorandum and Articles of the Association (available via the CLA website or on request from a CLA office);
- treat fellow members and CLA staff with respect.

HOW YOU CAN HELP US

AS A MEMBER, YOU CAN HELP US TO BE AS EFFECTIVE AS POSSIBLE BY:

- providing your feedback and views on our services;
- providing us with relevant and topical information to support CLA in influencing politicians and decision-makers;
- acting as a spokesman for the CLA to support and promote the Association whenever possible;
- identifying, where appropriate, prospective CLA members in order to increase the influence, resource and effectiveness of the Association;
- ensuring that you do not use the CLA logo either in print or digital format as it is a registered Trade Mark. Use of the CLA logo by members is not permitted. Use of the CLA logo by third parties must be by prior written agreement only and within approved circumstances.

IF SOMETHING DOES NOT GO TO PLAN

If something does not go to plan, please let us know and we will do our best to put it right as soon as we can. In the first instance, you should contact your local CLA team, however, if the issue cannot be dealt with locally, please contact the Director of Membership and Regions at the CLA London address. Full contact details are below.

We will investigate your concern and report back to you on our findings in accordance with the CLA Complaints Procedure (available via the CLA website or on request from a CLA office).

CONTACT DETAILS

England

CLA EAST

Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Lincolnshire, Middlesex, Norfolk, Northamptonshire, Nottinghamshire, Suffolk.

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CLA MIDLANDS

Cheshire, Derbyshire, Herefordshire, Leicestershire, Rutland, Shropshire, Staffordshire, Warwickshire, Worcestershire.

Caroline Bedell

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CLA NORTH

Cleveland, Cumbria, Durham, Lancashire, Northumberland, Yorkshire.

Dorothy Fairburn

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CLA SOUTH EAST

Berkshire, Buckinghamshire, Hampshire, Isle of Wight, Kent, Oxfordshire, Surrey, Sussex.

Robin Edwards

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CLA SOUTH WEST

Cornwall, Devon, Dorset, Gloucestershire, Somerset, Wiltshire.

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Wales

Rebecca Williams

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CLA London

Rupert Ashby – Director of Membership and Regions

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