

# CLA MEMBER CHARTER

JAN 2019

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 Notice (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 Terms and Conditions set out in your membership contract and 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 our work 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.

## 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.

The Court, Lanwades Business Park,  
Kentford, Newmarket, Suffolk CB8 7PN  
TEL: 01638 590429  
FAX: 01638 552206  
EMAIL: east@cla.org.uk

#### CLA MIDLANDS

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

Knightley, Woodseaves, Stafford,  
Staffordshire ST20 0JW  
TEL: 01785 337010  
FAX: 01785 284733  
EMAIL: midlands@cla.org.uk

#### CLA NORTH

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

10 Aske Stables, Aske, Richmond,  
North Yorkshire DL10 5HG  
TEL: 01748 907070  
FAX: 01748 907075  
EMAIL: north@cla.org.uk

#### CLA SOUTH EAST

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

Fosse House, East Anton Court,  
Icknield Way, Andover, Hampshire  
SP10 5RG  
TEL: 01264 313434  
FAX: 01264 369196  
EMAIL: southeast@cla.org.uk

#### CLA SOUTH WEST

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

Manor Farm Stables, Biddestone,  
Chippenham, Wiltshire SN14 7DH  
TEL: 01249 700200  
FAX: 01249 700201  
EMAIL: southwest@cla.org.uk

### Wales

Orbit Business Centre, Rhydycar  
Business Park, Merthyr Tydfil,  
Mid Glamorgan CF48 1DL  
TEL: 01547 317085  
EMAIL: wales@cla.org.uk

### CLA London

Rupert Ashby – Director of Membership and Regions  
16 Belgrave Square, London SW1X 8PQ  
TEL: 020 7235 0511  
FAX: 020 7235 4696  
EMAIL: rupert.ashby@cla.org.uk