## SOUTH DOWNS NATIONAL PARK

**Complaints about Host Authorities** 



Complaint received @SDNPA about a Host Authority

If not resolved by Host Authority Internal process at Stage 2 Move to SDNPA process SDNPA Stage 2

Host Authority

Stage 1

If not resolved

Host Authority

Stage 2

Acknowledge in 10 days Response in 20 days

If not resolved

Acknowledge in 10 days Response in 20 days SDNPA
Stage 3
Dealt with by CEO
Managed by Head of
Governance

If not resolved

Complaint received @Host Authority

Stage 4
Referral to
Ombudsman