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12. Further information

12.1 What you should do if you are not satisfied with our service

- If you are not happy with our service you can write to the BCMS Operations Manager. It will help us to investigate your case if you set out the facts as fully as possible. We will thoroughly investigate the matter and give you a full response within 15 working days.
- If you are not satisfied with our reply, you can write to our Customer Relations Unit (CRU) at:

Rural Payments Agency
PO Box 69
Reading
RG1 3YD.

Or e-mail: customerrelations@rpa.gsi.gov.uk

The CRU plays no part in managing our service so is not biased. The CRU will investigate your case and will normally report back to you within 15 working days.

If you are still not satisfied, you can ask:

- your Member of Parliament;
 - your Member of the Scottish Parliament;
- or
- your Assembly Member;

to take up your case with us or pass your case to the appropriate minister or ombudsman.