



**National  
Trust**

### **Event decision complaints procedure**

We receive a huge number of applications for permission to run events on our land in the Lake District. We aim to offer great service to all our customers, and this includes event providers.

We aspire to have a response to you within 6 weeks of receiving the admin fee for your application. This may be a request for more information, approval or contact explaining why you have not been successful.

Not all applications will be successful; this may be due to the appropriateness of the activity in relation to the environment, the tenant not wanting the activity on their land, the timescales of application.

But if your application is not successful then you should be given enough opportunity to discuss this with the appropriate lead ranger and understand why your application was not successful.

If you feel that you would like your application to be reviewed by a different member of staff, then we will happily set up a review of your application with a different lead ranger. Please use the e-mail contact below to contact us about your issues.

If you feel you have not received the service from us that you believe you should, we would like to know.

Please contact: [sporteventslakes@nationaltrust.org.uk](mailto:sporteventslakes@nationaltrust.org.uk)