

CRC Service Position Statement

The following statement outlines the Environment Agency (EA) CRC team's position on the provision of guidance and support to those who use the e-mail and call based help services via the Environment Agencies National Customer Contact Centre and the EA's CRC team.

Technical queries are best processed via e-mail. This allows the specific query details to be captured effectively and routed to the right people for appropriate response as efficiently as possible. This is especially relevant when the queries have multiple issues across different aspects of CRC. It also allows us to better track and manage responses and to undertake internal checks and audits of responses issued. We normally aim to answer queries in less than 5 days depending on the numbers we are receiving.

In order to ensure a high quality and fair service to all participants, it is important to understand that, although the CRC team is available to assist with general queries, it is **not able to provide detailed consultation to organisations**. It is the organisation's responsibility to ensure it complies with the CRC Scheme and to provide it's own resources to do so.

The CRC team is **not permitted to provide definitive answers** on the status of an organisation or it's undertakings in relation to their reporting for CRC. We will however provide the best advice we can. We will also provide direction to the appropriate parts of the guidance and regulation to enable organisations to make their own decisions regarding compliance.

We also **provide a call service** to support those using the CRC Registry on-line system. The call service will allow customers to raise issues related to the process at any point and enable them to complete their registration and/or reporting activities efficiently and on time. Users can save reporting information on the system and return to update within 30 days. Our service is available to all Participants and those working on their behalf. We have the right to delay responses to parties not acting for a named Participant or that cannot provide an active CRC reference.