



AT/FL Policy	Customer Charter	Policy Ref	PD14
Key Users			
Objective			
Purpose			
Periodic Review	Every 2 years		



Originator – (Document Owner - print and sign)	Lead Director (Approves issue and implementation and takes to Board)	Date Revised	Version	Comments (Specific Changes made/confirmation that the review has taken account of any legal/regulatory changes)	Approved for Issue and Implementation by	Date
Mark Lloyd			1.3			18/7/16
Mark Lloyd	George Stephenson	29/10/19	1.4	Front sheet added. Font changed	na	29/10/19

Angling Trust Customer Charter

Mission Statement

The central purpose and role of the Angling Trust is defined as:

The Angling Trust is the single, representative organisation for all recreational and competitive anglers which promotes and protects fishing in a healthy water environment by lobbying and campaigning, taking legal action and by promoting and developing the sport of angling.

Corporate Values

The corporate values governing the Angling Trust's development will include the following. We will:

- Always act with integrity, respect and courtesy and for the greater good of angling and anglers, and the water environment.
- Be forthright and determined on behalf of our membership.
- Be open and transparent to our members about our business operations.
- Listen and respond to the views of our membership
- Base all our campaigns and legal action on sound science and factual evidence.
- Ensure that the activities of the Angling Trust never conflict with the legal interests of our members.
- Treat all our staff, volunteers and members fairly and equally.
- Make the best use of our resources to maximise delivery for minimum cost.
- Minimise our impact on the environment through use of sustainable materials and transport wherever possible.

Complaints and Grievance Procedures

Any member, volunteer or staff member wishing to complain about the Angling Trust should refer to the relevant procedures which are available on the Angling Trust web site or on request from the Angling Trust office on 0844 7700616 or admin@anglingtrust.net or by writing to: Angling Trust, Eastwood House, 6 Rainbow Street, Leominster, Herefordshire, HR6 8DQ.