



Angling Trust

Customer Complaints Procedure

DOCUMENT CONTROL SHEET**Key Information**

Document title:	Customer Complaints Procedure		
Applies to:	Angling Trust *	Fish-Legal*	ACA Trustee Co*
	<i>*Delete as applicable</i>		
Document ref:	PD15		
Version No:	1.2.1		
Document Owner:	Roland Caley		
Lead Director:	Tim Macpherson		
Reviewed by:	Karen Watkinson		
Review frequency:	Biennial		
Next review date:			
Objective	To encourage diversity of gender, ethnicity, age and accessibility throughout the Organisation and in angling participation generally. The Organisation, from the Board to the Executive, to the volunteers and all our members, whether individual or club, need to reflect the diverse culture of our country and to build bridges with all communities.		
Purpose			

Revision History

Version	Date	Summary of Changes	Name
1.2.1	June 20	Front page updated. Font Changed. Contact details updated	Karen Watkinson

Approvals:

Approved by: ATB/ FLC/ACA/CEO/ SMT/GC	Date	Version
AT Board	Dec 2016	1.2

Distribution:

Audience <i>Staff/ Directors/Volunteers</i>	Method <i>Email/ Website/ Sharepoint</i>	By whom	Date of Issue	Version
Staff/Directors/Volunteers	Sharepoint/ Website	Susan Woollard	June 20	1.2.1

Customer Complaints Procedures

If you have a complaint about our customer service or the behaviour or performance of an employee, volunteer or Board member you should follow the stages below in an attempt to seek a satisfactory resolution of your complaint. Please read all the suggested stages below and decide which is most appropriate for the nature of your complaint.

Stage 1

An informal complaint can be made by contacting the Angling Trust to discuss the complaint with you and attempt to agree a way forward or to find a solution that is acceptable to both parties. You may have to allow us sufficient time to investigate or remedy your grievance and we will agree timescales to speak to you again about it. At the end of this time and following further discussions or actions we hope that an amicable solution will have been found to your concerns. If it has not been resolved you are encouraged to progress to stage 2.

Informal complaints should be made to:

Roland Caley – Chief Operating Officer
email Roland.Caley@anglingtrust.net
Phone: 0115 822 4626

Your complaint will be directed to the appropriate member of the Management Team, who will contact you to discuss the matter.

Stage 2

If the initial complaint cannot be resolved informally at the Stage 1 process, or if you do not consider it appropriate to discuss the issue informally with us, the complaint should be submitted in writing.

Formal written complaints should be sent to:

Roland Caley

Chief Operating Officer
The Old Police Station
Wharnccliffe Road
Ilkeston
DE7 5GF
Email: Roland.Caley@anglingtrust.net

Your complaint will be directed to the appropriate member of the Senior Management Team, who will deal with your complaint thereon.

In your written complaint you are encouraged to give a detailed account of your grievance and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist in a prompt investigation.

We will acknowledge, in writing, all written complaints within 5 working days and outline the course of action that we will be taking. We will carry out an investigation of your complaint and write to you within one calendar month with our findings and a decision as to whether the complaint is justified/supported and a summary of what action we propose taking to resolve the issue, if required.

If your complaint is found to be justified we may offer recompense which might vary from an apology to reimbursement of any fees or services and a variety of other options considered to be appropriate dependant on the nature of the complaint. We are required to retain records of all

complaints for a minimum period of two years. If you are not able to find a satisfactory resolution to your complaint you should proceed to Stage 3.

Stage 3

If you have followed Stage 1 and/or 2 of this complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to the Angling Trust Directors. The Angling Trust CEO will pass your complaint to one or more Angling Trust Directors for a response to be provided within fourteen days. To progress stage 3 you will need to send your complaint in writing to:

Jamie Cook

Chief Executive Officer
Angling Trust
The Old Police Station
Wharnccliffe Road
Ilkeston
DE7 5GF

Email: Jamie.cook@anglingtrust.net

If you are not able to find a satisfactory resolution to your complaint you should proceed to Stage 4.

Stage 4

If you have followed Stage 3 of this complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to the Angling Trust Chair. Your complaint will be considered and a response provided to you within fourteen days. To progress to stage 4 you will need to send your complaint in writing to the Angling Trust Chair.

George Stephenson

Chair
Angling Trust
The Old Police Station
Wharnccliffe Road
Ilkeston
DE7 5GF

Emails for the Chair to be sent to the Governance Manager marked 'For the attention of the Chair'
Email: karen.watkinson@anglingtrust.net

- End -