



ANGLING TRUST

Angling Trust

PD14 - Customer Charter

DOCUMENT CONTROL	
Version No:	1.5
Document Author:	Sam Frost-Jones
Lead Director:	George Stephenson
Review frequency:	Biennial
Next review date:	Dec 22
Purpose	To outline the corporate values and to provide points of contact.

Revision History			
Version	Date	Summary of Changes	Author
1.0	Aug 2011	New Document	Mark Lloyd
1.2	July 2016	Document reviewed	
1.3	18.07.2011		
1.4	29.10.2019	Front Sheet added. Font changed	
1.5	Aug 2020	Document reviewed. Minor changes to update values	S Frost-Jones

Approved by: CEO/COO/Gov Comm	Date	Version
ATB	Aug 2011	1.0
ATB	July 2016	1.2
ATB	Feb 2021	1.4

<u>Distribution:</u>				
Audience <i>Staff/ Directors/Volunteers</i>	Method <i>Email/ Website/ Sharepoint</i>	By whom	Date of Issue	Version
Staff, Directors, Volunteers				
Staff/Directors/Volunteers	Sharepoint/ email	Gov Assistant	Mar 2021	1.4

ANGLING TRUST CUSTOMER CHARTER

MISSION STATEMENT

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

The Angling Trust is a 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, whoever we deal with and seek to resolve rather than create conflict and division within the angling and fisheries community;
- Ensure that all decisions are made for the greater good of angling and anglers, the water environment and the benefits of angling for society as a whole;
- Be forthright and determined to succeed in achieving our mission on behalf of our membership;
- Be open and transparent to our members, funders and others;
- Listen and respond to the views of our membership and the wider angling community;
- Deliver agreed programmes of work cost-effectively and to high standards for those who fund us with public money or private donations;
- Base all our campaigns and legal action on sound science and factual evidence;
- Ensure that the activities and policies of the Angling Trust and Fish Legal do not conflict with each other;
- Treat all our staff, volunteers and members fairly and equally irrespective of background, religion, race, gender or sexuality;
- Seek to increase diversity in angling participation and management to reflect society;
- 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 request from the Angling Trust office on 0343 507 7006 or by writing to: Angling Trust, Eastwood House, 6 Rainbow Street, Leominster, Herefordshire, HR6 8DQ.