



ANGLING TRUST

Angling Trust

PD14 - Customer Charter

DOCUMENT CONTROL	
Version Number	2.0
Document Owner	Sam Frost-Jones
Lead Director or CEO	Jamie Cook
Review Frequency	Biennial
Next Review Date	Feb 26

REVISION HISTORY			
Version	Date	Summary of Changes	Author
1.0	Aug 2011	New Document	Mark Lloyd
1.2	July 2016	Document Reviewed	Stuart Sharp
1.3	July 2011		
1.4	Oct 2019	Front Sheet added, font changed	
1.5	Aug 2020	Document reviewed, minor changes to update values	S Frost Jones
1.6	May 23	Reformatted to match corporate style	S Woollard
2.0	Jan 24	Mission Statement changed to match the vision and mission of the 5 year plan: Fishing for Good.	S Woollard

Approvals		
Approved by: ATB/FLC/CEO/COO/GOV COMM	Date	Version
ATB	Aug 2011	1.0
ATB	July 2016	1.2
ATB	Feb 2021	1.4
ATB	Mar 24	2.0

Distribution				
Audience	Method	By whom	Date of issue	Version
Staff, Directors, Volunteers	SharePoint	Gov Assistant	May 21	1.4
Staff Directors	SharePoint	Gov Assistant	Mar 24	2.0

Legislation/Official Bodies Referenced in Document

1. OUR VISION

Promote, develop and protect angling for all

2. OUR MISSION

To fight for fish, fishing and the environment, championing the joy of angling and all its benefits from grassroots to elite levels

3. OUR VALUES

PASSION – We place anglers and angling at the heart of everything we do.

We **LISTEN** to our colleagues, members, stakeholders and the wider angling community.

We **RESPECT** each other and ensure angling is inclusive and open to all.

We are **ACCOUNTABLE**, transparent and strive to deliver the best for angling and the environment.

We **COLLABORATE**, learn and grow together.

4. COMPLAINTS PROCEDURES

If you have a complaint about our customer service or the behaviour or performance of an employee or volunteer, please refer to the Customer Complaints Procedures which are available from the website: <https://anglingtrust.net/about-us/governance-and-policies/policies/> or 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.