



# **ANGLING TRUST**

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**Angling Trust**

PD15 – Customer Complaints Procedure

<b>DOCUMENT CONTROL</b>	
<b>Version Number</b>	1.5
<b>Document Owner</b>	Stuart Sharp
<b>Lead Director or CEO</b>	Jamie Cook
<b>Review Frequency</b>	Biennial
<b>Next Review Date</b>	June 2026

<b>REVISION HISTORY</b>			
<b>Version</b>	<b>Date</b>	<b>Summary of Changes</b>	<b>Author</b>
1.2.1	June 2020	Front page updated, font changed. Contact details updated	Karen Watkinson
1.3	June 2022	Biennial review. Minor typo errors remedied, contact details updated	Stuart Sharp
1.4	May 2023	Reformatted to match corporate style	Sue Woollard
1.5	February 2024	Reference to PD35b Volunteers policy added.	Stuart Sharp

<b>Approvals</b>		
<b>Approved by: ATB/FLC/CEO/COO/GOV COMM</b>	<b>Date</b>	<b>Version</b>
ATB	Dec 2016	1.2
ATB	Sept 2022	1.3

<b>Distribution</b>				
<b>Audience</b>	<b>Method</b>	<b>By whom</b>	<b>Date of issue</b>	<b>Version</b>
Staff, Directors, Customers	Sharepoint/Website	Sue Woollard	June 2020	1.2.1
Staff Directors, Customers	SharePoint/Website	Sue Woollard	Oct 2022	1.3
Staff Directors, Customer	SharePoint/Website	Sue Woollard	Apr 24	1.5

<b>Legislation/Official Bodies Referenced in Document</b>

## 1. CUSTOMER COMPLAINTS PROCEDURES

If you have a complaint about our customer service or the behaviour or performance of an employee, volunteer, Board member or another 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.

Complaints will not be dealt with through social media or similar channels.

You do not need to be a member of Angling Trust to submit a complaint.

If your complaint is regarding a volunteering position you hold with us or is about an Angling Trust volunteer, you should first refer to the Problem Resolution provisions within PD35b Volunteer Policy which is available on our website. If you remain unsatisfied, you should then revert to this complaints policy.

### Stage 1 Informal Complaints

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. It is our intention to resolve complaints through dialogue in a timely manner. You may have to allow us sufficient time to make enquiries and/or remedy your complaint 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: Stuart Sharp – Head of Delivery

email [stuart.sharp@anglingtrust.net](mailto:stuart.sharp@anglingtrust.net)

Phone: 07720 974533

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

### Stage 2 Formal Complaints

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:

Stuart Sharp

Head of Delivery

The Old Police Station Wharnccliffe Road Ilkeston

DE7 5GF

Email: [stuart.sharp@anglingtrust.net](mailto:stuart.sharp@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 dependent 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 Complaint to the Directors

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](mailto:Jamie.cook@anglingtrust.net)

If you have not submitted your complaint through stage 2, your complaint will be considered as being at stage 2 irrespective of whom it is addressed to.

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

### Stage 4 Complaint to the Chair

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 by post to:

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

Or via email sent to the Governance Manager marked 'For the attention of the Chair' email:  
[karen.watkinson@anglingtrust.net](mailto:karen.watkinson@anglingtrust.net)

Please ensure that Stuart Sharp and/or Karen Watkinson (Governance Manager) are copied into responses to complainants in order for the complaints register to be updated.