



ANGLING TRUST

Angling Trust

PD15 – Customer Complaints Procedure

CONTENTS

1. CUSTOMER COMPLAINTS PROCEDURES	3
2. MEMBER COMPLAINTS	3
3. STAGE 1 INFORMAL COMPLAINTS	3
4. STAGE 2 FORMAL COMPLAINTS.....	3
5. STAGE 3 COMPLAINT TO THE CEO	4
6. NON-MEMBER COMPLAINTS.....	5
7. PERSISTENT, REPEAT, UNREASONABLE, FRIVOLOUS OR VEXATIOUS COMPLAINTS	5

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 in the relevant processes below in an attempt to seek a satisfactory resolution 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, but member and non-member complaints must follow the appropriate process as detailed below. Complaints that are not submitted via the appropriate process may not be acted upon.

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 procedure.

2. MEMBER COMPLAINTS

Angling Trust members who have reason to submit a complaint must follow the procedure below. Members may choose whether to commence their complaint at Stage 1 or Stage 2 only. New complaints sent direct to Stage 3 will be dealt with as Stage 2 complaints.

3. 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: Karen Watkinson, Governance Manager

email karen.watkinson@anglingtrust.net

Phone: 07946 336610

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

4. 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 Wharncliffe Road Ilkeston
DE7 5GF
Email: 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.

5. STAGE 3 COMPLAINT TO THE CEO

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 CEO. Your complaint will be considered and a response provided to you within fourteen days. To progress to stage 3 you will need to send your complaint in writing to the Angling Trust CEO by post or email to:

Angling Trust CEO
Angling Trust
The Old Police Station Wharncliffe Road Ilkeston
DE7 5GF

Email to the Governance Manager marked 'For the attention of the CEO' to:
karen.watkinson@anglingtrust.net

Please ensure that the Governance Manager is copied into responses to complainants in order for the complaints register to be updated.

6. NON-MEMBER COMPLAINTS

Individuals who are not members of Angling Trust who have reason to submit a complaint must follow the procedure below.

Non-member complaints must be submitted in writing by post or email to:

Governance Manager
The Old Police Station
Wharncliffe Road
Ilkeston
DE7 5GF

Email: admin@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.

Our decision on your complaint is final. There is no appeals process for non-member complaints.

7. PERSISTENT, REPEAT, UNREASONABLE, FRIVOLOUS OR VEXATIOUS COMPLAINTS

We appreciate that in certain circumstances you may not be happy with the outcome of your complaint or review. However, where the proper process has been followed in accordance with this procedure, we will not take any further action and reserve the right to close correspondence.

Violent, abusive or discourteous language or behaviour towards our staff and/or volunteers will not be tolerated and may, at our sole discretion, result in your complaint being rejected and all correspondence stopping.

In a minority of cases, complaints are pursued unreasonably, and it is important that we are able to protect our staff, volunteers and resources more generally. Where a complaint and/or complainant is considered to be persistent, repeat, unreasonable, frivolous or vexatious, or is considered to have no basis or genuine substance, we reserve the right not to investigate and will write to you explaining our decision and thereafter bring the communication to a close.

A complaint may be deemed:

Persistent - if we consider it to be substantially the same as a previous complaint from the same person or body and contains no substantively fresh allegations and/or evidence which significantly affect the account of the previous complaint.

Repeat - if we consider it is substantially the same as a previous complaint from a different person or body and contains no substantively fresh allegations and/or evidence which significantly affect the account of the previous complaint. In the event that a complaint is received which relates to a matter which is already being considered under this procedure, the additional complaint may, at our discretion be linked to the first complaint and considered as a whole. Where a complaint is received which relates to a matter already considered and finalised, you will be advised that the matter has been considered previously and advised of the outcome. Your complaint will therefore be considered concluded on the same basis.

Unreasonable - if for example (but without limitation) you: refuse to specify or clarify the grounds of the complaint, when this is requested by us;

- refuse to co-operate with the complaints procedure;
 - a. refuse to accept a decision under this procedure (although this does not affect any right to a review in accordance with this procedure);
- change the basis of the complaint while the resolution procedure is ongoing;
- introduce trivial or irrelevant new information or raise a large number of detailed but unimportant questions;
 - a. adopt a “scattergun approach”, repeatedly contacting different members of staff with different information and / or questions, or pursuing a complaint simultaneously with a number of different bodies.

Frivolous or Vexatious - where we deem it has been initiated to cause annoyance or nuisance and/or is made with the sole purpose of abusing Angling Trust’s processes and procedures for dealing with complaints.

If a complaint is considered persistent, repeat, unreasonable, frivolous or vexatious, the Angling Trust will write to the complainant explaining our decision and the actions to be taken which may include (but are not limited to):

- refusing to consider further, additional complaints about matters currently under consideration;
- placing limits on contact, e.g. to be with one person only and / or limited to written contact;
- refusing to consider matters that have already been comprehensively dealt with;
- bringing the communication to a close, no longer dealing with a complainant in relation to that complaint.

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