



CAST Angling Project – Complaints Policy (External Organisations)

Reviewed on 20th August 2025

To be reviewed on 19th July 2026

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Introduction

We aim to consistently provide for our clients, service users, partners and the general public an efficient, prompt and courteous service across all areas of our work. We recognise, however, that like any organisation things sometimes can go wrong. We welcome the opportunity to be made aware of any problems or dissatisfaction you may have so that we can strive to resolve issues quickly and hopefully to the satisfaction of all concerned. Our complaints procedure is available on request to all our members, service users and partners. We will if required make this available to other members of the public or organisations who have a genuine concern with the actions or behaviour of members of our staff team.

The procedure commits us to:

- Welcoming and recognising the value of comments – receiving positive and negative feedback regarding the work we do and the services we offer.
- Treating all complaints fairly and with equal priority.
- Ensuring that all CAST staff are aware of the complaint's procedure and their responsibility for meeting its commitments.
- Investigating complaints as quickly, thoroughly and effectively as possible.
- Making sure that the complaint reaches the right person in the organisation as quickly as possible.
- Keeping you informed about our progress in investigating your complaint.
- Look at putting mechanisms in place to prevent the problem recurring.



- Learning from our mistakes, by monitoring the type and frequency of complaints and taking them into account when planning ahead.
- We may not always be able to change our policy or practice as a result of your complaint, but if this is the case, we will undertake to give you a response as to why.

Persistent and/or Vexatious Complaints and Unreasonable Behaviour

Unreasonable and unreasonably persistent complainants are those who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's ability to be effective in managing complaints seriously.

Complaints of this nature can be stressful for staff and place strain on time and resources. They can be unnecessarily damaging to reputation and the effective running of an organisation. Where a vexatious complaint is identified we will decide as an organisation how to manage further communication. And following legal advice, may decide to limit or cease further contact if we consider complainants are behaving unreasonably by making persistent or vexatious complaints. We may also redirect emails or other correspondence received to a single point of contact.

Procedure

If you have a problem, informal concern or complaint you should:

- Stage 1 Contact the person who is responsible on a day-to-day basis for the relevant area of work. We anticipate that our staff will be able to resolve most issues immediately, but in any event we undertake to respond to your initial contact as soon as possible.
- Stage 2 If you are not satisfied with the response at Stage 1, you should contact the relevant Line Manager or person with overall management for the area of work. If that person is the subject of the complaint you should submit your concerns in writing to the Board of Directors. We will advise you who this is if you are unaware. If your complaint involves a specific member/s of staff, please site this when you contact the organisation. If that member of staff is a Director we will ask a suitable person from an external organisation to investigate the complaint with our other Directors.

We ask that you email or send a written response, clearly stating that you are wanting to move your concerns to stage 2 and lay out in bullet points:



CAST Angling Project
Cornerstone House, Tilford Road,
Newstead Village, Nottingham NG15 0BU



1. Why you are dissatisfied with the response above
2. The reasons for raising the concerns (from stage 1)
3. Why you are dissatisfied with the initial response given and
4. What solution you are looking for
5. Any suggestions have as to what we should consider

We will investigate your concerns and undertake to respond to you within 10 working days with feedback and hopefully a suggested resolution.

Records of all complaints and actions taken will be kept securely on file and/or stored electronically, in line with data protection.

Please note that if at any stage, you prefer to log the above verbally, please contact us by phone and we can arrange for additional support to be given to help you record your concerns.