



Complaints Procedure

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Angling4Education are committed to offering the best service possible to children and young people, their families and professionals they work with. A4E are always open to feedback about a service and strive to improve provision where needed.

If you are not happy with a service you have received please do contact the senior team for a chat. However if you would like to make a formal complaint please see the procedure below.

Angling4Education's complaints procedure has the following objectives:

- To deal with complaints in a fair, efficient and effective manner
- To ensure all complaints are dealt with in a consistent manner
- To use complaints constructively in the planning and improvement of all our provisions

How to make a complaint:

- A complaint can be made by telephone or by email

Follow procedure:

- A complaint will be acknowledged immediately if made by telephone or within 5 working days if made by email.
- If the complaint can be resolved immediately without investigation - The senior staff team will try to resolve your complaint by telephone or meeting in person. If you are satisfied with this response the case will be recorded, closed and any actions implemented.
- If your complaint needs investigating: We will ask you to outline your complaint in writing and send via email. Senior staff will start an investigation of your complaint - gathering evidence from all parties involved. Angling4Education will respond to your complaint within 7-14 working days either by telephone or by a meeting. All cases will be recorded and actions implemented on closure.
- If your complaint involves a safeguarding issue and needs investigating Angling4Education will immediately get advice from the LADO West Sussex County Council, who will either advise an internal investigation and/or lead an investigation if it is not appropriate for Angling4Education to do so.

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