

# DART ANGLING ASSOCIATION

## COMPLAINTS

### 1. How To Let Us Know

We, the Dart Angling Association (DAA), are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, then we want to know about it.

Please do not be afraid to complain. Sometimes it is the only way that we can find out things are wrong. We keep all complaints confidential.

If you have a concern or complaint about the DAA, the first person to speak to is the Secretary who will talk with you about the problem, make a note of your concern or complaint and then try to sort it out as quickly as possible. In most cases this will sort the matter out satisfactorily. However, if you feel you cannot raise your concern or complaint with the Secretary, then you should contact the Chairman or a Trustee.

### 2. If You Are Not Satisfied

a. These are the ways that you can take the matter further:

(1) You can put your complaint in writing (as per the Annex) and pass it to the Secretary. If the complaint is about the Secretary then you should send it to the Chairman. If the complaint is about the Chairman, then you should send it to a Trustee who will investigate your complaint.

b. The procedure then follows three stages.

#### (1) **Stage 1:** Investigation by the Secretary

The Secretary will look into your complaint and try to sort it out. If you are not satisfied with the response, please contact the DAA Chairman and ask for a review.

#### (2) **Stage 2:** Review by the Chairman

The DAA Chairman, or a member of the DAA Committee nominated by the Chairman, will review your complaint .

We hope, by this stage, that you will be satisfied with how your complaint has been sorted out. However, if you are still not happy, then please contact the Chairman and ask for an appeal. The Chairman will then advise the Trustees.

#### (3) **Stage 3:** Appeal to the Trustees

The DAA Chairman will arrange for one or more Trustees to hear your complaint at a meeting in a suitable location. We will invite you to the hearing and you can ask your friend, family member or independent representative / sponsor to come with you. We will tell you the outcome of the appeal within 10 working days of the hearing.

### 4. How We Can Improve

We welcome your comments and suggestions about improving our complaints service.

We practice equal opportunities and are open to everyone, whatever their race, sex, sexuality, religious belief or ethnic origin.

Contact details:

Secretary – currently post not filled

Chairman – John Sanderson – [john@jfws.co.uk](mailto:john@jfws.co.uk)

Trustees – Ian Scofield – [iandscofield@gmail.com](mailto:iandscofield@gmail.com)  
Tim Hassell – [tim@hassells.net](mailto:tim@hassells.net)  
Richard Mitchell – [richmvvet@gmail.com](mailto:richmvvet@gmail.com)

## YOUR COMPLAINT OR CONCERN

<b>Name</b>	
<b>Address for Reply</b>	
<b>Phone Number</b>	
<b>Address of your home (if different from above)</b>	
<b>In the space below, please tell us about the service or event you are commenting on or complaining about, when the incident happened, who was involved and so on. Please provide as much information as possible to help us consider all of the facts and respond quickly.</b>	



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If you would like us to send a copy of this form to someone else who may be able to help sort out your complaint, please fill in their details below

<b>Name</b>	
<b>Address</b>	
<b>Phone Number</b>	
<b>Your Signature</b>	
<b>Date</b>	