



Fishing into the Future (FITF) regards complaints as an opportunity to learn and improve for the future, as well as the chance to put things right for the complainant. We will aim to handle any complaints constructively, impartially and effectively, following the guidance of the Charity Governance Code (<https://www.charitygovernancecode.org/en>).

Making a complaint to FITF

You can make a complaint to FITF about any of its operations, communications or projects. You can make a complaint by email or letter to the FITF Executive Director, Emma Plotnek, at emma@fitf.co.uk.

If your complaint is about the FITF Executive Director, please direct it to the FITF Chair, Dave Stevens at david.crystalsea@gmail.com.

Complaints can be made by letter to either the FITF Executive Director or to the FITF Chair at Fishing Into The Future, c/o Fishmongers Hall, London Bridge, London, EC4R 9EL .

How FITF will deal with complaints

All complaints received by FITF will be logged onto a complaints register and copied to the Chair of the FITF Board of Trustees. Acknowledgement of receipt of any complaint will be issued to you within 5 working days of receiving the complaint.

Relevant facts will be gathered by the FITF Executive Director, or a member of the FITF Executive Committee, appointed by the Chair, as appropriate. A response will be prepared and issued within 14 working days where possible. If the complaint is complicated in nature and the facts are likely to be time consuming to collate, a revised response timescale will be given. If the complainant is not content with the response received, the facts will be passed to the Executive Committee of the FITF Board of Trustees for consideration and final response.

The FITF board will receive and review positive and negative feedback and any complaints on a regular basis and will consider whether any improvements in its working practices and systems are required, and will agree these and implement them as appropriate.