



COMPLAINTS POLICY

LALG aims to set high standards and hopes that its Members and all others with whom we come into contact have an enjoyable and rewarding experience. However, we recognise that sometimes we might not get things right. If this is the case our aim is to investigate the matter fairly, properly and in a timely manner, and we learn from any complaints to ensure they do not happen again.

The responsibility for LALG as an organisation rests with the LALG Committee. The names of the Officers of the Committee and how to contact them are available in the LALG newsletter and on the LALG website.

Procedure

- If any Member or other person wishes to make a complaint they should contact the Chair of the Committee; or another Officer of the Committee if raising it with the Chair is inappropriate.
- In the first instance the Committee will try to resolve the complaint informally, keeping the relevant parties updated.
- If the complaint cannot be resolved informally, then the Committee will appoint a panel of three of its members to formally investigate the complaint, listening to all parties involved.
- The panel will not include the Chair.
- If the complaint is against a Committee member, that member will not be a member of the complaints panel.
- The person making the complaint will have the opportunity to present their case in a safe and confidential environment and they can be accompanied by a friend.
- The person being complained about will be afforded the same opportunity.
- The complaints panel will aim to reach a decision within 15 working days. The decision as to whether the complaint is upheld or dismissed will be made by a majority of the panel.
- All parties will be informed of the decision via email as soon as possible.
- If any party wishes to appeal the panel's decision they should contact the chair via email at chair@lalg.org.uk within 5 working days.
- If a complaint is upheld, the Committee will review the complaint and decision and make changes to our policies/guidance if necessary.

- If the upheld complaint is serious, the person complained about may have their LALG membership removed and any further steps taken as necessary.

Review date: May 2028

**This policy was reviewed, amended and approved by the Committee
at its meeting on 19 May 2025**