



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.
- 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.
- 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 14 days and inform all parties of it in writing.
- If a complaint is upheld, the Committee will work to ensure that such a situation is not repeated.
- If the upheld complaint is serious, the person complained about may have their LALG membership removed.

Review date: May 2025

This policy was approved by the Committee at its meeting on 24 May 2022