

Compliments and Complaints Policy and Procedure

LCNUK will ensure that complaints are dealt with consistently, fairly, and sensitively within clear and acceptable timeframes. We will investigate all complaints fully, objectively, and where possible in confidence. We will record all complaints accurately and in accordance with the Data Protection Act and notify the complainant of the results of any investigation carried out.

Giving Feedback – good or bad

It's helpful to know where we've got things right as well as where we've got things wrong. If you'd like to give feedback to LCNUK about any of the services, events, or guidance we provide you can do via email info@lcnuk.org.

How do I complain

We hope that most complaints can be resolved informally. However, if you are unhappy with any of the services we provide, please either fill out the feedback form here, or contact us via info@lcnuk.org.

To help us investigate and address all complaints, please mark the email clearly by putting "Complaint" in the subject heading and provide as much detail about the nature of the complaint as possible including:

- The reason for your complaint
- Where, when and what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)
- Dates, individuals involved and any action you have tried to take to resolve the issue.

What happens next?

Your complaint will be logged and raised with the appropriate person. We will confirm that we have received your complaint and will aim to respond within 10 working days. If necessary, we will contact you to get more information. We will investigate the complaint fully, sensitively, and objectively. If the complexity of the case means that we expect it to take longer than 10 days, we will let you know as soon as we can. We will let you know the outcome of the investigation, including what actions have been taken, and where appropriate what actions we suggest or will put in place to help put things right.

If you are still not satisfied

If you are dissatisfied with the outcome of your complaint, please let us know as soon as possible and we will refer the matter to the Board of Trustees. The discussion will be minuted and logged and you will be informed of the outcome of their discussions.

We hope that the process above will lead to a satisfactory resolution. However, if you are still unsatisfied with the outcome or actions taken, you may contact the Charity Commission using their [Complaints procedure](#).

Reviewed by Trustees: 4th April 2022

Date of Next Review: April 2025

