



BEHAVIOURS IDENTIFIED

Behaviours outside the Lord's Taverners values are identified.



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02



SEND EMAIL

Tell us about your concerns by emailing values@lordstaverners.org.

VALIDATION

We will validate your concern and maintain communication with you throughout.



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04



ASSESSMENT

We will assess your concern/complaint.

DECISION

We will decide depending on the level of the concern/complaint the best way to resolve the matter.



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06



NEXT STEPS

Matter resolved - details logged.
Matter unresolved - full complaints process triggered.