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|  | **The Lord’s Taverners Limited**  **Complaints Policy** |

**Introduction**

Here at the Lord’s Taverners we undertake a range of different activities and interact with many groups of individuals. The purpose of this policy is to set out who you should contact in the event that you believe that we have not lived up to the high standards that the Charity has set itself since it was founded in 1950.

**General**

If you have any complaints about the Lord’s Taverners, or the Lady Taverners, then please do contact the main office on 020 7025 0000 and ask to speak to either the Chief Executive Officer, Paul Robin, or the Chief Operating Officer, Tim Berg or you can email them at [hq@lordstaverners.org](mailto:hq@lordstaverners.org) or write to them at The Lord’s Taverners, 90 Chancery Lane, London WC2A 1EU.

In the event of a complaint being received we undertake to provide an initial response within ten working days and, in the event that we need to make detailed enquiries, then we will notify you of that fact within ten working days and seek to respond within a further twenty working days.

Alternatively if you wish to take up the matter with a Member of the Board of Trustees then please contact the office on 020 7025 0000 and they can provide you with the contact details for the Chairman of Trustees or the Chairman of Membership who will then seek to deal with the matter within a similar timeframe.

**Fundraising**

If you have a complaint about the way in which we are seeking to raise funds then we would ask that you contact the CEO or the COO as outlined above. If your complaint is not dealt with to your satisfaction and you wish to take the matter further then you can contact the Chairman of Trustees through the route outlined above, or you can contact the Fundraising Standards Board, who are the current regulator for charities wishing to raise funds.

The Fundraising Standards Board link in relation to this is <http://www.frsb.org.uk/complaints/make-a-complaint/>

**Records**

Any formal complaints we received are stored on a complaints register, which includes details of how those complaints were resolved. This register is will be reviewed regularly by the Board of Trustees.

April 2016