

THE LORD'S TAVERNERS

MEMBERS COMPLAINTS POLICY

Introduction

The Lord's Taverners has its origins in 1950 when a group of like-minded individuals, united by a love of cricket, started an association with the intention of raising funds to assist young people less fortunate than themselves. They established a joining and annual fee structure whose principles remain in place today. We are now a Charity with a Membership ethos, retaining a membership that continues to play a key role in our fundraising and our charitable activities across the UK.

We seek to constantly improve our relationship with Members and supporters. However we recognise that from time to time a Member may have a complaint about some aspect of the Charity, or about how they have been treated by the Charity or its representatives. Similarly other individuals may have a complaint about the behaviour of a Member. This policy sets out how those complaints will be dealt with.

Application of this Policy

This policy will apply as follows:

Where a Member has a complaint as to how they have been treated by another Member or group of Members	The processes set out in this policy will apply
Where an employee has made a complaint about a Member or group of Members of the Charity	The processes set out in this policy will apply
Where an individual or organisation who is not a Member or employee of the Charity makes a complaint about a Member or group of Members	The processes set out in this policy will apply
Where a Member has a complaint about an individual or organisation with whom the Charity has a relationship who is not a Member	The processes set out in this policy will apply, although contingent on such processes as may apply to any complaint subsequently brought by the Charity against such individual or organisation
Where a Member makes a complaint about an employee of the Charity	The processes set out in this policy will apply, although certain aspects may vary depending upon the prevailing employment law at the time and the terms of any employment contract in existence.

Members are also referred to our Whistleblowing Policy which is set out on our website.

What do we define as a complaint?

We define a complaint as a situation or instance where either an individual or organisation considers that we have fallen short of their reasonable expectations and wishes to express their dissatisfaction.

Communicating a complaint

Complaints by one or more Members

A complaint by one or more Members:

- About another Member or Members should be made to the Chair of Membership and Regions Committee (or any other committee that may currently exist which has responsibility for Membership matters) (“Chair-MR”), unless the complaint involves the Chair-MR in which case the complaint should be made to the Chair of Trustees;
- About an employee or employees, or an individuals or organisation who is not a Member, should be made to the Chief Executive Officer, unless the complaint involves the Chief Executive Officer in which case the complaint should be made to the Chair of Trustees.

Any complaint by an employee, an individual or an organisation who is not a Member about a Member of the Charity, should be addressed to the Chief Executive Officer, unless the complaint involves the Chief executive Officer, in which case the complaint should be made to the Chair of Trustees.

A complaint can be communicated to us by any channel including telephone, mail, email or in person. After this initial submission the complainants may be asked to make a further submission in writing.

If submitting a complaint in writing, then these can be addressed to the relevant individual, marked “Private and Confidential” and sent to that individual c/o of the Lord’s Taverners, 90 Chancery Lane, London WC2A 1EU.

Alternatively the names of the relevant individuals will be on the Governance section of the website and their contact details can be obtained from the Members Handbook contained in the Members area of the website, or through the office.

Contents of a Complaint

In making a complaint, the complainant should make a written submission (that can also be by email) setting out

- The details of any complaint being made;
- The details of the Member, Members, employee, employees, or individual or organisation who is not a Member against which the complaint is made;
- The timing and circumstances of any related events; and
- Any other information that the complainant may wish to provide.

Our complaints process

We aim to respond to all complaints and concerns and resolve them quickly, fairly and effectively. We promise to deal with your complaint sensitively.

In setting out the details of the complaints process below, it is assumed that the complaint is made by a Member about another Member and has been reported to the Chair-MR. In the event that the complaint involves individuals who would normally deal with the complaint, then the process will be adapted and may include (in different roles), the Chair of Trustees, the Vice-Chair of Trustees, the Chair of Governance and Audit, or the Treasurer in order that the complaint is considered on an impartial basis.

Initial response

Within **five working days** of receiving the complaint the Chair-MR will:

- Notify the Chair of Trustees that a complaint has been received;
- Acknowledge receipt of the complaint; and
- Respond to the details of the complaint where possible.

Further investigation

In the event that the complaint is not resolved within the above five working days and the complaint requires further investigation the following steps will be undertaken:

- The Trustees will establish a sub-committee – which may be the current Membership and Regions Committee or a sub-committee thereof, or a separate sub-committee of the Trustees established in relation to the specific complaint of no more than five individuals drawn from the national and regional committee members;
- The membership of such a sub-committee will take into consideration their experience, the nature of the complaint, and any individuals referred to directly or indirectly in the complaint;
- Terms of reference will be given to that sub-committee, including appropriate delegated responsibility for that sub-committee to impose sanctions as it sees fit, that may include, but not be limited to, the issuance of warnings, disciplinary action, or expulsion from the Charity, subject to any requirements contained within the Bye-Laws or Articles of Association.

Within **twenty working days** of the complaint being originally acknowledged the complainant will be notified, by the Chair of the sub-committee that will consider the complaint, of the members of that sub-committee. The complainant will be invited to:

- Within **fifteen working days** of such notification taking place, make such further written submissions as the complainant wishes, either by post or by email;
- Within **twenty five working days** of such notification taking place, meet with the sub-committee to discuss the complaint, either in person or by video conference as appropriate.

Conclusion

Within **fifteen working days** of the later of the receipt of the further written submission referred to above; or the meeting between the complainant and the sub-committee, the sub-committee shall complete its investigations into the complaint, making such enquiry as it shall see fit, and then notify the Chair of Trustees and the complainant of the outcome and the action taken as a consequence.

Right of Appeal

Upon receipt of notification of the outcome of the investigation by both the complainant and the Member who has been the subject of the complaint, either party then has **ten working days** to raise an objection with the Chair of Trustees, or the Chair of Governance and Audit Committee, in the event that they consider that the process outlined in this document has not been followed..

For the avoidance of doubt there is **no opportunity to challenge the conclusion of the investigation, other than in relation to the process followed**, unless as provided for in the Bye-Laws or Articles of Association.

Your information

In order to manage our complaints process as effectively as possible, we maintain a log of all complaints made, including information about you as the complainant. If you would like further information or have any concerns about the information we may hold about you in this regard, please refer to our privacy policy.