**Complaints Policy**

**Contents:**

1. Introduction
2. Scope of this policy
3. Informal resolution
4. Making a complaint
5. How we will handle your complaint
6. Timeliness
7. Complaints to external bodies

**Update record:**

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| --- | --- |
| Date Approved: |  |
| Date of Next review: |  |
| Related Policies: |  |

1. **Introduction**

This document sets out a policy for handling complaints about the Lord’s Taverners.

We aim to achieve the highest standards in our work. We are committed to handling complaints about our work in a fair and transparent manner, putting matters right where we can and using what we learn from complaints to improve our work in the future.

In this policy ‘you’ and ‘your’ refers to someone making a complaint.

1. **Scope of this policy**

This policy covers complaints about the Lord’s Taverners.

A complaint is any matter raised by a stakeholder which expresses concern about, or dissatisfaction with, how the Lord’s Taverners has carried out its work. This includes, for example, complaints about our programmes, fundraising activities and the behaviour of someone working or volunteering for us.

1. **Informal resolution**

In many cases, concerns about our day-to-day work can be resolved promptly and satisfactorily through informal discussion with our employees, without the need for a formal complaint to be made.

Where something has gone wrong, we will always aim to take prompt steps to put matters right where we can.

You can contact us by using the contact details below or by calling the office on 020 7025 0000.

1. **Making a complaint**

To make a complaint, we normally ask that complaints are made in writing to our address or submitted by email to:

Complaints

Lord’s Taverners

90 Chancery Lane

London

WC2A 1EU

Email: [hq@lordstaverners.org](mailto:hq@lordstaverners.org)

If you are unable to put your complaint in writing because of a disability, please contact us on the number above (see section three) so that we can discuss any reasonable adjustments that we can put in place to help you.

Please provide as much information as possible about your complaint – including a description of the situation, your concerns and, if relevant, the people involved.

We ask that complaints are put in writing so that we can understand the issues raised and request any further information from you if we need to. As a result, we may be limited in our ability to investigate complaints raised with us anonymously.

1. **How we will handle your complaint**

Once we have received your complaint we will log it, acknowledge receipt and provide information about the process that will be followed.

Your complaint will be allocated to an employee to consider and investigate as necessary. This may include asking you for further clarification or information, reviewing documentation including previous correspondence and/or speaking to employees or others as necessary.

We will write to you explaining the outcome of your complaint. It may not always be possible to resolve complaints to each parties’ satisfaction, but we are committed to providing clear information and explaining our decisions.

Outcomes of complaints might include:

* An explanation of our policy and processes.
* An apology for any errors that may have occurred and what we have done to put matters right (if possible).
* An explanation of any changes to policies or processes we have made or plan to make as a result of a complaint.

1. **Timeliness**

We are committed to investigating complaints in a timely manner. We aim to:

* + Acknowledge receipt of all complaints within three working days of receipt.
  + Send a substantive response to a complaint within 15 working days of receipt.
  + Keep complainants regularly updated if it is not been possible to resolve a complaint within expected timeframes.

1. **Complaints to external bodies**

We encourage you to make a complaint to us under this policy in the first instance, so we can investigate and take any action to put matters right.

If you have complaints that you would like to bring to the attention of the one of the Charity’s regulators, you can contact them via the contact details contained on their websites.

* Charity Commission for England and Wales – [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)
* Fundraising regulator - <https://www.fundraisingregulator.org.uk/>
* Office of the Scottish Charity regulator - [www.oscr.org.uk](http://www.oscr.org.uk)