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| **Policy Name :** | **Complaint Procedure**  |
| Date last reviewed: | 09/08/2015 |
| Approved by: | Jake Furby (Secretary) on behalf of the committee |
| Date: | 17/03/2017 |

**POLICY**

This policy sets out the procedure when a complaint is made against the York LGBT Forum

**SCOPE**

This policy applies to all York LGBT Forum’s workers

**PROCEDURE**

* If a complaint is made against the York LGBT Forum it will be passed to the co-chairs to address.
* If the complaint is about a co-chair it will be passed to the other co-chair for action.
* If the complaint is about both co-chairs it will be passed to the secretary for action.
* The complaint will be acknowledged and the complainant will be given an indication of how long will be required for investigation and a response.
* If the complaint is made orally, the complainant will be asked to put the complaint in writing. If necessary assistance will be provided.
* The co-chair or the secretary may decide to meet the complainant to discuss the complaint.
* Once the complaint has been responded to the chair or secretary will inform the committee of the outcome.
* If the complaint is anonymous the co-chairs will jointly determine what action, if any, should be taken.

Next Review Date: 17th March 2019