

**Charity Number: 1162234**

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| **Policy Name:**  | **Complaints Procedure** |
| Date Last Reviewed: | January 2022 |
| Approved by: | Board of Trustees |
| Date Approved: | January 2022 |
| Date for Next Review: | January 2023 |

**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 Trustees, individuals leading projects and workstreams, volunteers, freelance workers and their subcontractors, full members, associate members, corporate members and service users.

**Procedure**

* If a complaint is made against the York LGBT Forum it will be passed to the Chair(s) to address.
* If the Chair(s) believes it necessary and no Trustees are involved, the Chair(s) may consult with the Trustees in relation to the complaint.
* If the complaint is about the Chair(s) it will be passed to the Trustees for action.
* If the complaint is about the Chair(s) and one or more of the Trustees, it will be passed to a Trustee who is not implicated 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 Chair(s) and/or Trustees, as applicable, may decide to meet with the complainant to discuss the complaint.
* Once the complaint has been responded to the Chair(s) will inform the Trustees of the outcome.
* If the complaint is anonymous the Chair(s) will determine, in consultation with the Trustees if required, what action, if any, should be taken.
* If the complaint is about a member, service user or other group attendee, the relevant facilitator and/or project lead will note the complaint and take action in consultation with the Chair(s).