



Charity Number: 1162234

Policy Name:	Complaint Procedure
Date Last Reviewed:	June 2024
Approved by:	Kris Barnfield, and Board of Trustees
Date Approved:	July 2024
Date for Next Review:	June 2025

POLICY

This policy sets out the procedure (a) for making a complaint against the York LGBT Forum, its co-chairs, board of trustees, group facilitators or other individuals acting in an official capacity, together the “**Forum**” and (b) making a complaint against a Forum member or service user.

This policy also sets out the procedure to be followed when a complaint is made against (a) the Forum or (b) a Forum member or individual attending .

SCOPE

This policy applies to any individual appointed as a Trustee of the Forum, group leads, facilitators, volunteers, freelance workers, full members, associate members, corporate members, non-members, allies and service users.

The policy applies to complaints arising (a) against the Forum from activity during Forum business or (b) from the behaviour of a Forum member or service user at a Forum event.

PROCEDURE FOR COMPLAINTS AGAINST THE FORUM

Making a Complaint

Complaints against the Forum can be made in writing by email to enquiry@yorklgbtforum.org or any member of the board of trustees directly, or by post to York LGBT Forum, York CVS, 15 Priory Street, York, YO1 6ET.

Receiving the Complaint

If a complaint is made against the Forum, it will be passed to the Trustees to address.

The complaint will be acknowledged and the complainant (the “**Complainant**”) will be given an indication of how long will be required for investigation and a response. The subject of the complaint (the “**Subject**”) will also be informed that a complaint has been made and will be provided with confirmation that an investigation has been initiated and an indication of the investigation timeline.

If the complaint is made orally, the Complainant will be asked to put the complaint in writing. If necessary, assistance will be provided. If no written complaint is received, no further action will be taken.

If the complaint is anonymous the Trustees (excluding any Implicated Trustee) will jointly determine what action, if any, should be taken.

Commencing Investigation

If the complaint concerns a Trustee acting in any capacity on Forum business (the “**Implicated Trustee**”), this individual will not participate in the review and investigation of the complaint. The Implicated Trustee will be appraised of the outcome of the complaint only in their capacity as the subject of the complaint.

Complaints that are in the scope of this policy will be investigated by two Trustees (the “**Investigating Trustees**”). No Implicated Trustee can be an Investigating Trustee.

Where appropriate, the Investigating Trustees may decide to meet the Complainant and/or the Subject to discuss the complaint.

Investigation Outcomes

The outcome of the investigation will be communicated separately, in writing, to the Complainant and the Subject, as soon as reasonably practicable.

Once the complaint has been responded to the Investigating Trustees will inform all Trustees (excluding any Implicated Trustee) of the outcome.

If the Complainant and/or the Subject are dissatisfied with the outcome of the investigation, a Trustee (who is not an Investigating Trustee or Implicated Trustee) will independently review the investigation process. The results of the review will be communicated to the Complainant and/or the Subject as soon as reasonably practicable.

PROCEDURE FOR COMPLAINTS AGAINST A FORUM MEMBER OR SERVICE USER

Making a Complaint

- In writing – by email to enquiry@yorklgbtforum.org or any member of the board of trustees directly, or by post to York LGBT Forum, York CVS, 15 Priory Street, York, YO1 6ET.
- Verbally – to any member of the board of trustees (the “**Trustees**”) or anyone working for York LGBT Forum in an official capacity (as a paid group lead, facilitator or freelance worker) (the “**Forum Official**”).

If you make a complaint verbally, the person to whom you make your complaint will ask you to follow up in writing.

Please be as detailed and specific as possible when sharing your complaint, providing as much supporting information as you can.

Receiving the Complaint

If a verbal complaint is made by a member or service user (the “**Complainant**”) about another member or service user (the “**Subject**”) to a Forum Official, the following procedure must be followed:

- (a) The Forum Official will notify all Trustees about the verbal complaint as soon as possible; and
- (b) The Forum Official will ask the Complainant to put the complaint in writing, with supporting evidence. If needed, the Forum Official will assist with this process.

If no written complaint is received no further steps will be taken. However, in the event a written complaint is received, either by way of follow-up to a verbal complaint or otherwise, the complaint will be acknowledged. The Complainant and the Subject will be given an indication of how long will be required for investigation and a response.

If an anonymous written complaint is received the Trustees will jointly determine what action, if any, should be taken.

Commencing Investigation

Complaints that are in the scope of this policy will be investigated by two Trustees (the “**Investigating Trustees**”).

Where appropriate, the Investigating Trustees may decide to meet the Complainant and/or the Subject to discuss the complaint. Throughout the investigation process

the Investigating Trustees may consult with their fellow Trustees as required to comply with their legal obligations.

When the investigation has been completed, Investigating Trustees will inform all Trustees of the outcome.

Investigation Outcomes

When the investigation has concluded, the Investigating Trustees will communicate the outcome of the investigation to the Complainant and the Subject separately. These communications will be in writing and will be made as soon as reasonably practicable, following the conclusion of the investigation.

If the Complainant and/or the Subject are dissatisfied with the outcome of the investigation, a Trustee (who is not an Investigating Trustee) will independently review the investigation process. The results of this review will be communicated with the Complainant and/or the Subject as soon as reasonably practicable.