



## COMPLAINTS PROCEDURE - version 21/01/2022

**Lancaster Men's Hub endeavours to act and behave responsibly, fairly and in a spirit of respect for other people, as well as to carry out its activities in a way which successfully provides social and practical opportunities for men in Lancaster and the surrounding area.**

However, if you feel that we have failed in any way in that endeavour, you may make a complaint.

There are two ways in which you can complain: make a verbal complaint or make a formal written complaint. Making a verbal complaint first **does not** prevent you from making a formal written complaint if you still wish to do so. You may also decide to make a formal written complaint straight away.

### **Making a verbal complaint**

- Please speak to the organiser of the event about which you wish to complain, or speak to one of the trustees. If the person you speak to first is not a trustee, they must refer you to a trustee.
- The trustee will listen to your complaint and may then seek to resolve it directly, but will always take the matter to the other trustees.
- It is then the duty of the trustees to consider your complaint and take any action they think may be justified in order to resolve it. They must do this as quickly as is reasonably possible.
- They will tell you what they have done.
- If you are not satisfied with the action they have taken, you may still make a formal written complaint.

### **Making a formal written complaint**

- Please write to: **The Trustees, Lancaster Men's Hub, The Cornerstone, Sulyard St, Lancaster LA1 1PX**
- In your letter, give your name, home address, phone and email. Explain your complaint, i.e. what you are complaining about and why you feel it was or is wrong.
- The trustees will acknowledge receipt of your complaint by either letter or email.
- The trustees will respond to your complaint as quickly as possible but in any event within one month.
- They will respond in a letter which will explain what action they may have decided is necessary and the reason for their decision.

We hope that this will satisfy you and resolve your complaint.



If it does not, you may choose to make a second formal written complaint which the trustees will consider in the same manner as before.

However, once you have made a formal written complaint to Lancaster Men's Hub, you can instead bring your complaint to the attention of an independent body. You should explain both your complaint and the reason why you are not satisfied with the response of the trustees.

## **HOW TO COMPLAIN TO AN INDEPENDENT BODY**

If your complaint relates to the storing and use of your personal data, you should write to:

### **Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone 0303 123 1113 Website <https://www.ico.org.uk>

For other matters concerning the conduct of Lancaster Men's Hub, contact the **Charity Commission** via their website <https://www.gov.uk/complain-about-charity>

The site explains who you should contact, depending on the nature of your complaint, and provides links for you to follow.

If you are still unsure what to do, you can write to:

### **Charity Commission**

PO Box 211

Bootle L20 7YX

Telephone 0300 066 9197

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