



## **COMPLAINTS POLICY**

### **About this policy**

Ladies in Pigs respects complaints from its members and the general public. Ladies in Pigs will ensure that all complaints are handled sensitively and efficiently.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure Officers at Ladies in Pigs know what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

### **Who is responsible for this policy?**

Overall responsibility for this policy and its implementation lies with the Chairwoman and the Executive Committee.

### **What is a complaint**

A complaint is defined as an expression of dissatisfaction whether justified or not, with a product or service provided by Ladies In Pigs.

### **Who can make a complaint?**

Complaints may come from any member or any person or organisation that has a legitimate interest in the Ladies In Pigs.

A complaint should be made either verbally, by phone, by email, or in writing using the form below, as soon as is practically possible to either the Chairwoman, the Officers or if at an event the team leader.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.



**Complaints Form**

Please complete and return this form to any Officer (details on the members page of the website) who will acknowledge receipt and explain what action will be taken. If you are a member of the public wishing to make a complaint, please email this form to Ladiesinpigs@gmail.com

**Your name:**

**Contact details:**

**Please give details of your complaint, including whether you have spoken to anybody at Ladies in Pigs about it.**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**



<b>Official Use</b>
<b>Date acknowledgement sent:</b>
<b>By whom:</b>
<b>Complaint referred to:</b>
<b>Date:</b>