North Midlands LGBT+ Older Peoples Group
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Complaints Policy Updated Aug 2026

1. Purpose

North Midlands LGBT+ Older Peoples Group aims to provide a welcoming and enjoyable environment for everyone.

We recognise that from time to time concerns or complaints may arise. We aim to deal with complaints constructively, put things right where we can, improve what we do and learn from experience.

Most concerns can be resolved quickly through an informal conversation. We encourage this wherever appropriate. If this is not possible, or the matter is more serious, a formal complaint may be made under this policy.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction about something undertaken by, or on behalf of, North Midlands LGBT+ Older Peoples Group.

Examples include:

- concerns about a meeting, event or activity;
- concerns about the behaviour of a trustee, member or volunteer;
- concerns about something the Charity has done, or failed to do.

Complaints may be made by members, volunteers, partner organisations or members of the public who have a legitimate interest in the work of the Group.

Complaints may initially be made in person, by telephone, email or in writing.

3. Confidentiality

Complaints will be handled sensitively and confidentially. Information will only be shared with those who need it in order to investigate or resolve the complaint and will be handled in accordance with our Information Governance Policy.

4. Time Limits

Complaints should normally be made as soon as reasonably possible and, where practical, within four weeks of the matter giving rise to the complaint.

The Board of Trustees (the Board) may decide not to investigate complaints made after this time unless there is a good reason for the delay.

5. Resolving Complaints

Informal Resolution

Where appropriate, we encourage people to try to resolve concerns informally.

This may involve speaking directly to the person concerned or raising the matter with a trustee who may be able to help resolve the issue.

Many concerns can be resolved quickly through discussion without the need for a formal complaint.

Formal Complaints

If a complaint cannot be resolved informally, or if the matter is too serious for an informal approach, a formal complaint should be made in writing.

The Chair, or another trustee if the complaint involves the Chair, will:

- acknowledge receipt of the complaint;
- ensure the complainant has a copy of this policy;
- appoint one or more trustees to investigate the complaint fairly and, wherever possible, independently of the matter concerned;
- keep the complainant informed of progress.

The person who is the subject of the complaint will be given a fair opportunity to respond.

We aim to complete investigations as promptly as possible. Where this is likely to take longer than six weeks, the complainant will be kept informed of progress.

Once the investigation has been completed, the complainant will receive a written response explaining the outcome and any action the Group intends to take.

Appeals

If the complainant remains dissatisfied, they may ask the Board to review the decision.

The request should be made in writing within two weeks of receiving the outcome.

The Board will consider the matter at its next suitable meeting and will notify the complainant of its final decision in writing.

6. Action Following Complaints

If a complaint is upheld, the Board may take whatever action it considers appropriate.

Depending on the circumstances, this may include:

- an apology;

- changes to the way the Group operates;
- additional guidance or support for those involved;
- removal from a volunteer role;
- termination of membership (any action to terminate membership will follow the terms of our constitution)

Anyone making a complaint in good faith will not be disadvantaged for doing so.

However, where there is evidence that a complaint has been made maliciously or deliberately without foundation, this may itself be dealt with under this policy.

7. Complaints About Trustees

If a complaint concerns a trustee, that trustee will take no part in investigating or deciding the outcome of the complaint.

If the complaint concerns the Chair, another trustee will oversee the process.

8. Charity Commission

Nothing in this policy prevents a person from raising concerns directly with the Charity Commission where appropriate.

9. Learning from Complaints

The Board will review complaints periodically to identify any lessons that can be learned to improve the way the Group operates.

Complaints are rare but must always be dealt with promptly and fairly

---------- End of policy ----------

Version History

17/08/2021	Reviewed and readopted by OLGBT+ Board
25/10/2023	Amended version approved by OLGBT+ Board
03/08/2026	Reviewed and amended to simplify the procedures and remove repetition.