

## **London & North Western Railway Society Complaints Procedure**

Any complaint made by a member of the Society or public concerning the running of the Society, or the actions of members will be investigated and answered. The complaint will be disclosed in full to the person(s) who is/are the object of the complaint; if the complaint is against the Society, then all Trustees will receive the complaint.

The person making the complaint should in the first instance direct their complaint in writing or email to the Honorary Secretary unless the complaint is against the Secretary. If the complaint is against the Secretary, the complaint must be lodged with the Chairman. Contact details are available on the Society's website.

The Secretary (or Chairman) will on receipt of the complaint lodge the complaint in a register recording the date of receipt and a brief description of the complaint. The Secretary will, within ten working days<sup>1</sup> from receipt of the complaint, acknowledge receipt. Any complaint made against a trustee, officer or member will be forwarded in full by the Secretary to the person concerned for their response to the complaint. The recipient of the complaint has ten working days within which to respond in writing.

Complaints will be investigated by a complaint panel formed of two Trustees and the Chairman. The Trustees will be drawn by rota from within the whole Executive Committee. Any Trustee with a vested interest in the complaint will be barred from the panel. The meeting may be held at any agreed location, by email, or by teleconferencing as is deemed appropriate and timely. The complainant may be asked to attend depending on the nature of the complaint. The Secretary will present the complaint (in the absence of the complainant) and record any actions or decisions. If the complaint is against either the Secretary or Chairman, the Executive Committee will appoint a replacement for the affected function for this purpose only.

The complaint panel has ten working days within which to reach its decision.

On making its decision the complaints panel has a number of options. It may uphold the complaint and undertake whatever action, allowed under the Constitution, which is required to rectify the complaint. It may reject the complaint on the basis that the complaint is not reasonable, well founded or is malicious. In all instances the Secretary will make the decision known to all parties within three working days of a decision being made.

In the case of a complaint against an individual, both parties have ten working days to appeal against the decision. This decision will be heard by the other members of the EC. This should be heard if possible, in person. If not, then the information originally submitted as evidence will be reviewed. The decision being final.

### **Complaints policy**

---

<sup>1</sup> Working days are regarded as Monday-Friday, excluding English Bank Holidays.

<b>Author</b>	TD Birch
<b>Approved by</b>	Executive Committee at its meeting on 19/1/19
<b>Date for review</b>	Jan 2021