

Leicestershire Archaeological and Historical Society: Complaints Policy

Updated 6 March 2025

LAHS welcomes all comments and feedback about our work. If you have a complaint or problem concerning the Society, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential manner.

This procedure sets out a proportionate and appropriate policy for an organisation of our size and scope.

Grants

If you are not satisfied with the decision on a grant application you should attempt to resolve the matter in the first instance with the grant holder (Research Fund, Public Heritage Fund, Acquisitions Fund) before making a formal complaint.

Officers of the Society

If you have a complaint regarding any Officer of the Society, or the Society as an entity, please email our Honorary Secretary at secretary@lahs.org.uk or our Honorary Treasurer at treasurer@lahs.org.uk. Alternatively, please write to The Honorary Secretary or The Honorary Treasurer at The Guildhall, Guildhall Lane Leicester LE1 5FQ.

Complaints- Process

The Society is staffed by volunteers. Our office is not manned, and post is checked irregularly. We will try to acknowledge receipt of an e mail within ten working days or a letter within twenty working days.

We may have to contact you for further information to understand and resolve the complaint and we will keep a record of our correspondence.

A nominated member of the Management Committee will investigate your complaint. They will try and provide a full response to your complaint within ten further working days.

We hope that you will be satisfied with our response. If not, please let us know.

If you are not satisfied, we will escalate your complaint from the Management Committee to the Trustees, who will further investigate your complaint.

A nominated Trustee will investigate your complaint. They will try and provide a full response to your complaint within ten further working days.

Again, we may have to contact you for further information to understand and resolve the complaint and we will keep a record of our correspondence.

The decision of the Trustees will be final.

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

Anonymous complaints will be recorded and any facts available looked in to, but it will not be possible to communicate any corrective actions. Accordingly, anyone wishing to complain is strongly encouraged to provide contact details to allow the fullest possible engagement and advice of the outcome of the process.

If we are unable to respond to your satisfaction you should contact the Charities Commission at <https://forms.charitycommission.gov.uk/raising-concerns/> and ask them to investigate and resolve your complaint.