



## **COMPLAINTS**

Durham & Cleveland County LTA has an established procedure in the event of anyone wishing to raise a complaint in relation to any aspect of the running or conduct of the County that is not covered by the County's Welfare and Safeguarding policies. We will ensure that complaints are listened to carefully, and that complainants are treated with respect, fairness and confidentiality when making a complaint.

Complaints should be made in writing to the Welfare Officer, Gill Reeves at [welfare@dclta.org](mailto:welfare@dclta.org), using the Complaints Procedure Form below. They will be reviewed (dependent on the subject matter of the complaint) by the Welfare Officer and Chair in the first instance.

We will endeavour to address all complaints within 14 days, and will reply in writing. If you are unhappy with the response, then you should appeal in writing. The Executive Committee will then consider the complaint and appeal, and appoint a sub-group to investigate and conduct the appeal. All complaints and their outcomes will be reported to the County Committee, but will not be recorded in any minutes which are made public to the wider public.

January, 2024



### COMPLAINTS & FEEDBACK PROCEDURE

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

	ISSUE	STATE WHAT HAPPENED
1	Please provide details of your complaint.	
2	Where and when did the incident take place?	
3	Please provide details of all witnesses to the event (provide copies of Witness Statements separately).	
4	Have you observed similar situations previously (if so, please provide brief details)?	
5	Has this matter been raised previously, if so by whom and (approximately) when?	

Signed:

6	Action taken:	
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Signed:

Date:

Name:

Position on Committee: