Lancaster Civic Society

Complaints Policy

We are 100% committed to delivering a first-class service to all our members. Nevertheless, we do not always get things right. So if you are unhappy with any aspect of our service, we would welcome your comments. This will help us put things right for you and improve our service in general.
We take any complaint and comment seriously and we are committed to addressing any issues that are leading to complaints. To ensure complaints are dealt with swiftly and completely, we have established the following process:

Making a complaint

In the first instance your complaint should be directed to the Society's Honorary Secretary, as he/she is either best placed to help you or know someone who can.
We will reply to all complaints received within 7 working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.
You can contact the Society's Honorary Secretary by phone or email: Contact details can be found on the Society's website www.lancastercivicsociety.org

If you are not satisfied

If, after investigation of your complaint, you believe we have not handled it fairly or in an appropriate manner, then you can write to the Society's Chairman whose contact details can be found on the Society's website www.lancastercivicsociety.org including

Your name and address (anonymous complaints will not be addressed)
Your preferred contact telephone number or email address
A suggestion of what you would like us to do to put things right
Copy of previous communications you have had with us and, where known, the names of members of the Society you have spoken to.

We will send you an acknowledgement and respond fully within 14 working days or, if this is not possible, provide an update on current progress and an expected resolution date.

Feedback

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You will be providing vital information to help us improve our procedures and processes.
All feedback should be submitted by email to the Society's Honorary Secretary whose contact details can be found on the Society's website
Please note: Should your feedback constitute an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the Society's Complaints Policy as outlined above.