



CHARITY POLICIES & PROCEDURES

COMPLAINTS POLICY & PROCEDURE

Date reviewed: 1 November 2024



Governance Documentation of East Coast Pride

Complaints Policy and Procedure East Coast Pride

Version 1.0

Introduction

East Coast Pride is a Charitable Incorporated Organisation (Charity) run by a Trustee Board. East Coast Pride aims to organise Pride events that promote the inclusion of our diverse population and build a legacy for future generations in East Lincolnshire, alongside providing services and initiatives to increase awareness, understanding and acceptance of the LGBTQIA+ community.

East Coast Pride aims to deliver and promote high-standard events and raise awareness of LGBTQIA+ organisations.

Those who attend our events or activities are important to us and help ensure that our events are successful and that we are building a legacy for future generations. This policy is to be used if you are unhappy with any aspect of an event or activities by East Coast Pride, including but not limited to noise, general complaints, act complaints, etc.

Please note there will be occasions where events are promoted as adult-only events – although all Main Stage activities and daytime events will be family-friendly. Any event that is adult-only will be advertised in advance.

This Policy is applicable to: All staff, volunteers and trustee board members

1. Who can complain?

1. Anyone affected by an undertaking promoted or organised under the East Coast Pride banner can complain.
2. A representative can also make a complaint on behalf of an affected person if that person cannot make a complaint themselves if the affected person permits to make the complaint on their behalf.

2. How to make a complaint

Persons can make a complaint by emailing accounts@eastcoastpride.co.uk and including details about the complaint within the contents of the email.

Where a complaint is received orally in person, a written record of that complaint will be made and provided to the complainant in seven working days.

3. Anonymous Complaints

We will deal with anonymous complaints under the same policy. However, it is better if you can provide contact details so that you can be informed of the outcome of our complaint investigation.

4. Responsibility

The EChairperson and Secretary of East Coast Prides are responsible for dealing with all complaints received by East Coast Pride.

We will provide as reasonably practicable:

- Any help that you need to understand the complaints policy.
- Advice on where you may get assistance.

5. How we handle complaints

The Chairperson and/or Secretary of East Coast Pride may ask the Trustee Board members to investigate the complaint on their behalf. That person will have knowledge and experience in investigating and dealing with the issues raised. Where a complaint is received regarding an entertainment act, this complaint may be passed to the contractor who provided the entertainment to respond to the investigator.

We will acknowledge a complaint within seven working days and provide you with the contact details of the person investigating the complaint.

We will keep you informed of the progress of the investigation. We aim to finish all complaints within 28 calendar days unless we agree on a different time scale with you.

When we have finished our investigation, we will write to you with:

- details of the finding
- any action we have taken, and
- our proposals to resolve the complaint.

6. Time limits

It would be best if you raised a complaint as soon as you can after the date on which the event occurred or come to your notice.

If you complain more than twelve months later, we may be unable to investigate properly. But we will also consider whether you have a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

7. Further Steps

At any stage during the process, if you are unhappy with how your complaint is handled, you may contact the East Coast Pride Chairperson directly; contact details will be provided.

8. Suggestions

Often, people prefer to make suggestions for improvement rather than raise a complaint.

The Trustee Board is always happy to receive suggestions that will make our events more successful and assist in building the legacy that the Trustee Board envisages.

Suggestions can be made to a Trustee Board member in person via any of our social feeds or email.

Approved by Trustee Board on 28 October 2024

Next Review date: 1 November 2025



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