



Lincoln Civic Trust

Complaints Policy

The Trust is committed to responding to and where appropriate taking action to address complaints.

A complaint is any representation whether verbal, written or by electronic means expressing dissatisfaction with the way the Lincoln Civic Trust has conducted its affairs.

1. The receipt of the complaint must be acknowledged in writing within 10 days by the Secretary.
2. The complaint must be discussed at the next Executive Committee meeting.
3. The Chairman must reply within 7 days in writing stating whether the complaint is considered to be justified or not and explaining why and what action, if any will be taken.
4. In the same letter the complainant must be told that if they are not satisfied they may put in writing their dissatisfaction to the Board of Trustees.
5. A written reply must be made within 10 days of the Board of Trustees meeting from the Chairman stating whether the complaint has been upheld and what action if any will be taken to remedy the complaint.
6. Furthermore the complainant must be told that there is no further right of appeal.

Chairman

Approved by Trustees

12 MAR 2026

Date