# What to do if you want to make a complaint

**Our complaints procedure**

The Lindsay Leg Club Foundation is committed to providing a good quality service. However, we may sometimes get things wrong or make a mistake. To deal with this we have a complaints procedure.

**We will deal with your complaint**

Please let us know if you feel we have made a mistake or done something which you have found unsatisfactory.

**How to complain**

*Step 1: Contacting us*

The first step is to contact us either by email or telephone.

We will try to resolve the problem immediately. If we cannot do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

*Step 2: Taking your complaint further.*

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Chairman of The Lindsay Leg Club Foundation, setting out the details, explaining what you think went wrong and what you feel would put things right.

Once the Chairman receives a written complaint, he/she will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within ten working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated.

*Step 3: FundRaising Standards Board*

Should you feel you complaint has not been adequately dealt with you have the right to complain to the FundRaising Standards Board, Hampton House, 20 Albert Embankment, London SE1 7TJ or go to www.frsb.org.uk.

*Contact Details*

We can be contacted by telephone 01473 749565: by email lynn@legclubfoundation.com or by writing to The Lindsay Leg Club Foundation, PO Box 689, Ipswich IP8 4EX