



# THE LEEDS BEEKEEPERS' ASSOCIATION

BRANCH OF THE YORKSHIRE BEEKEEPERS' ASSOCIATION  
AFFILIATED WITH THE BRITISH BEEKEEPERS' ASSOCIATION  
Registered Charity No. 1775455



## How to make a complaint

If you would like to make a complaint regarding an LBKA activity or the conduct of a member this can be done:

- Verbally – by speaking to a committee member
- In writing – Via email [secretary@leedsbeekeepers.org.uk](mailto:secretary@leedsbeekeepers.org.uk)

Upon receipt of a complaint, the committee will appoint an independent committee member to undertake correspondence with you, the complainant.

The complainant shall receive confirmation that their complaint is being dealt with, by phone or e-mail.

The complainant shall be given a timeframe in which we hope that the matter can be resolved. *This will typically be within two months of complaint receipt.*

The complainant will receive a written response to their complaint – where the committee does not receive further correspondence from the complainant within 3 months of the reply date, then the complaint will be regarded as closed.

## **Confidentiality**

We shall provide our members with full co-operation while maintaining confidentiality.

The committee is responsible for all decisions of the handling process. All and any information reviewed shall remain confidential to those persons assisting with processing the complaint.

Any records, which the committee deems need to be retained, shall be held confidentially by the Chair and/or Vice and/or Secretary for an agreed timeframe.

END