



Complaints Policy and Procedure

If you are unhappy with the service you have received from LASAG you are entitled to make a complaint, have it considered, and receive a response from LASAG.

LASAG would like to enable you to resolve your concerns informally and in the first instance therefore would like you to contact the Managing Trustee who can tell you more about how LASAG can arrange a route to informal resolution.

Who can complain?

A complaint can be made by a patient, client or person affected or likely to be affected by the actions or decisions of any of LASAG's Advisors. A complaint can also be made by someone acting on behalf of the patient or person, providing it is with their clear consent.

What is the time limit for making a complaint?

You should normally complain within 6 months of the event(s) concerned or within 6 months of becoming aware that you have something to complain about. The Trustees have discretion to waive this time limit if there are good reasons why you could not complain earlier.

To whom should I complain initially?

You can raise your concerns immediately by speaking to a member of staff (ie our Advisor). They may be able to resolve your concerns without the need to make a more formal complaint.

The first stage of the LASAG complaints procedure is 'Informal Resolution'. Your complaint should be made in the first instance to the Managing Trustee at the address shown below. Informal resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, use of conciliation.

However, if you do want to continue with your complaint you can do this orally or by writing (including by e-mail) to the Managing Trustee. You should receive a response within 15 working days, though this deadline can be extended with your agreement. You will be kept informed of progress.



Privacy Policy

What if you are unhappy with the decision?

Within 30 days of the decision letter you may write to the Chairman of the Board of Trustees appealing the decision at:

Farthings
Bridle Lane
Loudwater
Rickmansworth
Herts WD3 4JQ
email – david@lasag.org.uk

Your appeal must state clearly what the grounds of appeal are. The Chairman will review the appeal with an independent third party. You will be given a decision in writing usually within 30 days.

Where can I get further advice and help?

LASAG's helpline - Freephone: 0808 278 2515

END OF POLICY