

## **The Lancashire Partnership Against Crime Limited**

### **Confidential Reporting of Complaints Policy and Procedure**

The Lancashire Partnership Against Crime Limited (LANPAC) is committed to creating a work environment with the highest possible standards of openness, probity and accountability. We believe we achieve this most of the time but if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with LANPAC.

#### **If you are not happy with the service provided by LANPAC please tell us**

If you are unhappy about any of LANPAC's service, please speak raise your concerns directly with the member of staff that provided the service in the first instance.

If you are unhappy with an individual staff member at LANPAC sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please raise your concerns with the Chairman of the Board – David Smith – [lanpac@lancashire.pnn.police.uk](mailto:lanpac@lancashire.pnn.police.uk)

If your complaint is regarding the Chairman of the Board please raise your concerns with the LANPAC Manager – Al Yusuf - [al.yusuf@lancashire.pnn.police.uk](mailto:al.yusuf@lancashire.pnn.police.uk)

#### **Confidentiality**

All complaints or concerns raised will be treated confidentially and every effort will be made to protect the person's identity if they wish to remain anonymous. LANPAC will investigate all complaints or allegations.

#### **Anonymous allegations**

LANPAC takes all complaints and concerns raised by applicants, members of the public and third parties seriously. We will investigate anonymous allegations but remind complainants that when people put their names to an allegation the ability to investigate and therefore reach firm conclusions is strengthened. Concerns expressed anonymously will be considered at the discretion of the LANPAC. When exercising this discretion the factors to be taken into account would include:

- the seriousness of the issue raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources.

Where details are gathered, LANPAC will put in place appropriate data protection arrangements in line with the Data Protection Act 1998.

## **Confidential Complaints Procedure**

LANPAC is aware that the organisation's ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint please write or email to:

Andy Milroy, Company Secretary,  
The Lancashire Partnership Against Crime Limited  
C/O Lancashire County Council  
Legal and Democratic Services  
Christ Church Precinct  
Preston  
PR1 8XJ

*Email:* [andy.milroy@lancashire.gov.uk](mailto:andy.milroy@lancashire.gov.uk)

State that you want the complaint to remain confidential.

### **Action taken by LANPAC**

The designated complaints officer will raise your concern and investigate the complaint. You can expect the officer to:

- Contact you within 10 working days to acknowledge the complaint and discuss the appropriate course of action.
- Write to you within 28 working days with findings of the investigation. If the investigation has not concluded within 28 working days, the officer will write to you to give reasons for the delay in resolving the complaint.
- Take the necessary steps to rectify the issue.

### **If you are unhappy with the outcome of the complaint after following the steps outlined above**

You can escalate your concerns to the Chairman of the Board David Smith via the contact details above and request that the matter is referred to the next meeting of the Trustees who will decide on any further steps to resolve the situation.

Following the meeting of the Trustees you will receive a written response within 10 working days informing you of the outcome.

### **If you have followed each step of the complaints procedure set out above and remain unsatisfied**

LANPAC will endeavour to ensure that any complaint is taken seriously and is resolved to your satisfaction. If having followed the steps outlined above you remain unsatisfied with our response you can complain to the relevant department of the Charity Commission, the process for initiating a complaint to the Charity Commission is set out on the Government website here: <https://www.gov.uk/complain-about-charity>