

# **NLOS Interim Grievance procedure**

With effect from 2<sup>nd</sup> February 2026.

## **Dealing with grievances informally**

If you have a grievance or complaint about the society or another member, you should start by speaking to either the Chairman or the Child Protection/Welfare Officer (Their contact details can be found at <https://normanlockyer.com/our-society/child-protection-policy>). You should aim to agree a solution informally.

This informal stage should only take a reasonable time and it should be designed to identify and agree consensual resolutions.

## **Formal grievance**

A formal grievance cannot be raised before the informal process is exhausted and without the agreement of the person dealing with the grievance informally, which is not to be unreasonably withheld. You should put the details of the grievance in writing to either the Chairman or the Child Protection/Welfare Officer, ideally with details of any suggested solutions or preferred outcomes. You should keep to the facts and avoid language that is insulting or abusive. Where applicable, you should include any supporting evidence or relevant information you may have.

The contacted person will acknowledge receipt of your formal grievance and agree with you how the matter is to be progressed and the proposed timescales.