LCGB Complaints Procedure

Purpose

Lactation Consultants of Great Britain (LCGB) is committed to providing a professional, respectful and responsive service. We welcome feedback and take all complaints seriously, as they provide an opportunity to learn, improve and ensure that concerns are addressed fairly and consistently.
This procedure explains how complaints about LCGB's activities, services or conduct will be managed.

Scope

This procedure applies to complaints relating to:

- LCGB communications, publications and administrative processes
- LCGB events, meetings and educational activities
- Interactions with LCGB trustees, volunteers or staff acting in their LCGB capacity
- Membership administration and services
- Website content and operational matters
- Any other activities delivered on behalf of LCGB

This procedure does not apply to:

- Clinical advice or healthcare treatment provided independently by an IBCLC
- Employment matters
- Whistleblowing concerns
- Disagreements relating to organisational policy decisions made through appropriate governance processes

Complaints outside the scope of this procedure may be referred to the appropriate organisation or process.

Informal Resolution

Where appropriate, concerns should be raised informally at first. Many issues can be resolved quickly through clarification, explanation and/or discussion.
Individuals may submit feedback or concerns using the LCGB Feedback and Complaints Form or by contacting LCGB directly.

Making a Formal Complaint

Complaints can be submitted through the LCGB Comments, Complements & Complaints Form available on the LCGB website.
A formal complaint should be submitted in writing and include:

- The complainant's name and contact details
- A clear, professional description of the complaint. If the situation is with an individual, include what happened both before and after the situation.
- Relevant dates, times and individuals involved
- Any supporting evidence
- Your outcome being sought

NB. Anonymous complaints may be considered where sufficient information is provided, although this could limit LCGB's ability to investigate fully.

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Acknowledgement

LCGB will acknowledge receipt of a formal complaint by email within five (5) working days.
The acknowledgement will confirm:

- That the complaint has been received
- Who will manage the complaint
- The expected timescale for investigation

Investigation

Complaints will be investigated fairly, objectively and confidentially.
The individual responsible for investigating the complaint will:

- Review the information provided
- Seek additional information if required
- Contact the relevant individuals involved
- Consider all relevant documentation and evidence

Where appropriate, the Chair of Trustees may appoint another trustee or a small panel to investigate the complaint to avoid conflicts of interest.

Outcome

LCGB aims to provide a written response within twenty (20) working days of acknowledging the complaint. If additional time is required, the complainant will be informed of the reasons and provided with an updated timescale.
The response will include:

- A summary of the complaint
- Findings of the investigation
- Any actions taken or proposed
- The reasons for the decision reached

Possible outcomes may include:

- An explanation or clarification
- An apology
- Changes to procedures or practice
- Further review or monitoring
- No further action where the complaint is not upheld

Review and Appeal

If the complainant remains dissatisfied, they may request a review of the outcome within ten (10) working days of receiving the decision. Their request should explain why they believe the complaint has not been resolved appropriately.
The review will be considered by the Chair of Trustees or an alternative trustee/panel that was not previously involved in the investigation.

The outcome of the review will normally be communicated within twenty (20) working days and will represent LCGB's final internal decision.

Confidentiality & Data Protection

Information relating to complaints will be handled sensitively and shared only with those who need access to investigate and resolve the matter.
Personal information will be processed in accordance with LCGB's Privacy Policy and applicable data protection legislation.
Records of complaints will be retained securely in line with LCGB's data retention practices.

Unreasonable or Vexatious Complaints

LCGB recognises that complainants have the right to raise concerns. However, LCGB reserves the right to limit correspondence where a complaint is found to be:

- Abusive or threatening
- Repetitive without presenting new evidence
- Clearly unreasonable or vexatious

Any such decision will be made fairly and proportionately.

Monitoring and Learning

LCGB will periodically review complaints received to identify themes, learning opportunities and areas for improvement.
Lessons learned may inform changes to policies, procedures and practice.

Approval and Review

Approved by: LCGB Board of Trustees
Effective from: June 2026
Review Date: June 2026 – June 2028
Procedure Owner: Chair of LCGB Trustees