

Complaints

If for any reason you are unhappy with any of Pride in Luton's services, the following tells you what you can do to help Pride in Luton improve its service to you.

Not satisfied?

Talk or write to the person responsible on the day, so that your problem may be dealt with immediately.

Still not happy?

Put your complaint in writing to the co-chairs of the event committee@prideinluton.org or, if your complaint is against that person, please write to supporters@prideinluton.org

What will happen next?

In normal circumstances, you will receive a written reply within 10 working days of receipt of your complaint.

Still not satisfied?

Write to the co-chairs of Pride, asking that the matter be placed on the agenda of the Trustee meeting. Such a request will, in normal circumstances, be acknowledged within 5 working days of receiving it.

What happens then?

The community network at its next meeting will discuss the complaint and the co-chairs of Pride in Luton, will then reply to you within 5 working days of the meeting. The decision of the Trustee board will be final.