

# **Bingley St Ives Golf Club**

## **Compliments and Complaints**

### **Policy and Procedure**

#### **1 Our Aim**

Bingley St Ives Golf Club (“the Club”) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which the Club can continue to improve its service is by listening and responding to the views of members and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, the Club aims to ensure that:

- making a compliment or complaint is as easy as possible
- compliments, feedback and suggestions are welcome
- a complaint is considered as a clear expression of dissatisfaction with our service which calls for a response
- the Club will endeavour deal with complaints promptly, politely and, when appropriate, confidentially
- the Club will respond in the right way - for example, with an explanation, or an apology where the Club has got things wrong, or will provide information on any action taken etc.
- the Club will learn from complaints, use them to improve its service, and review annually its complaints policy and procedures

The Club recognises that many concerns will be raised informally, and can readily dealt with quickly.

The Clubs’ aims are to:

- resolve informal concerns as quickly as possible
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we also welcome compliments and provide guidelines for dealing with complaints from members and visitors about our services, facilities, staff and volunteers.

#### **2. Definitions**

A compliment is an expression of satisfaction about the standard of service and/or facilities we provide.

A complaint is any expression of dissatisfaction, however, it is expressed. This includes complaints expressed face to face, via a phone call, in writing, via email or any other method. All the Clubs' staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

### **3. Purpose**

The Club is always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is used by the Club Manager to provide feedback to the member of staff or service concerned.

### **4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. Responsibilities**

The Club's responsibility will be to:

- acknowledge the formal complaint in writing within 5 working days of receipt;
- respond within a stated period of time and to keep the complainant informed if that deadline cannot be met;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Club Manager's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a Club Manager, a Director of Board or a Club Captain
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Club a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond the Club's control.

### **6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the Club maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts) in every case. Should this be the case, the situation will be explained to the complainant.

## **7. Complaints Procedure:**

Written records must be made by the Club at each stage of the procedure.

### **Stage 1**

In the first instance, the Club Manager must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Stage 2**

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint must be made in writing. If in writing the attached form should be used.
- b) In all cases, the complaint must be passed on to the Club Manager. If complaint cannot be made to the Club Manager formal complaints made to the Chairman of the Board or another Director of the Board or the Club Captain.
- c) The Club Manager, Club Vice Chairman or Club Chairman, Directors of the Board or Club Captain depending on the nature of the complaint, must acknowledge the complaint in writing within one week of them receiving it.
- d) One of the above as appropriate will investigate the complaint. Any conclusions reached during the investigation should be reported to the Board. Where appropriate the member of staff or Club member involved will also be advised of the conclusions
- e) The complainant will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

### **Stage 3**

- a) If the complainant is not satisfied with the above decision, then a sub- group of three board members will be convened.
- b) The sub-group will examine the complaint and if they consider necessary may wish to carry out further interviews, examine files / notes etc. They will respond within four weeks in writing. If this is not possible the complainant will be advised by letter with a revised time estimate for a formal response.
- c) The decision of the sub group will be final.

# **BINGLEY ST IVES GOLF CLUB COMPLAINTS FORM**

You may use this form to make a suggestion or to make a complaint about Bingley St Ives Golf Club

We would like you to return this form as soon as possible.

**Your Name** .....

**Address** .....

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**Telephone** .....

**Email address** .....

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**Date of incident**

**Approximate time of incident**

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**Suggestion / Complaint**

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**What action would you like to be taken?**

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**What times are convenient for you to have an appointment to discuss this?**