



Complaints Procedure – May 2013 (amended 22/05/2013)

1.0 Introduction:

This paper sets out the approved Management Committee's *Complaints Procedure*.

1.10 Suggestion Form:

The "*Suggestion Form*" (available from the Club Notice Board) is specifically for Members to make suggestions that will be considered by the Management Committee at their monthly meetings. It is not intended as a method of making formal complaints

2.0 Scope of Policy:

The scope of this policy relates to any formal (by letter or e-mail) complaint received by the Club Secretary or Chairman or any verbal complaint made to a member of the Management Committee. The policy affects all Members, Staff and Management Committee Members.

3.0 Management of Received Complaints:

Should a formal or verbal complaint be received by any member of Staff or a member of the Management Committee, then, the person making the complaint must be informed that the matter will be actioned transparently and in a formal way, as prescribed by this policy.

4.0 Final Decision:

The decision of the second stage of the *Complaints Procedure* (as defined in the attached Flow Chart) will be final. There will be no further appeal process beyond this point.

5.0 Time Limits:

5.10 Acknowledgement of Complaint:

All complaints will be acknowledge in writing by the Club Secretary within 7 (seven) days of receipt.

5.20 Initial Decision:

A decision referencing the complaint will be given by the appropriate person, noted on the attached "*Complaints Procedure Flow Chart*", within 4 (four) weeks of receipt of the complaint.

5.21 Final Decision:

In the event of the complainant not being satisfied with the "*Initial Decision*" (as set out in 5.20 above), then the matter will be referred to the appropriate Management Committee member, identified in the attached "*Complaints Procedure Flow Chart*", within 2 (two) weeks of the referral. This decision will be final.

March Golf Club Complaints Procedure Flow Chart:

