

Pawlett Sports & Playing Field Association 1997

Complaints Policy and Procedure

As a club we will always try to deal with complaints as soon as possible. We will try to do this in confidentiality but in exceptional circumstances this might not be possible. We always do our best to learn from complaints and try to use the feedback given to improve our club and the service we offer our members, their guests, and visiting sports teams.

All complaints are investigated and discussed in our monthly committee meetings. Complaints more than 1 month after the event will only in exceptional circumstances be accepted. We also reserve the right to stop the investigation procedure at any stage if the complaint is considered to be vexatious or malicious .

If a complaint is made, we would like to try to resolve it informally wherever possible. Sometimes this will not be the case and a more formal process will need to be started straight away. In any case the first step would be to discuss your complaint with a member of The Club Committee. You can talk to them directly or contact them via the bar staff or Club Secretary (via letter in postbox on outside wall) who can arrange for someone to meet with you in person to discuss the complaint or to talk with you over the telephone if you prefer.

In order to investigate your complaint we will need to know your details and membership number presuming you are a member, along with the details of your complaint with any supporting information and how it has affected you. It would also be helpful to know what you think could be done to resolve the issue

Your complaint will then be investigated. We will try to do this within the month but will contact you to let you know if the investigation will take longer for any reason. All complaints will be discussed at our monthly committee meeting but we will try to deal with your complaint sensitively and confidentially.

We will then contact you to discuss the outcome and any actions that may be taken by The Club to resolve the matter.

If you are not happy with the response to your complaint the next step would be to start the formal complaints process.

Formal Complaints

Written Complaint to the Club Secretary

The first step in the formal process is to write to The Club Secretary with details of your complaint.

The Secretary will respond to you within 5 working days to acknowledge that we have received your complaint and are investigating.

A member of the committee will be appointed to carry out an investigation or an extraordinary meeting of Committee members will be arranged to discuss your complaint, as appropriate. We will try to complete the investigation/convene the meeting and respond to you in writing within 25 working days of receiving your complaint. During that time we may need to contact you to confirm details or ask for more information to help the investigation.

If you are not satisfied with the outcome of the first steps, you can ask for your complaint to be put before the committee in an extraordinary meeting. You will need to explain why you are not satisfied and should attend the meeting to put your complaint in person.

After the above process has been exhausted the decision of the Trustees and Committee will be final.