



## Complaint Procedure

The \_\_\_\_\_ Club is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our membership.

### We aim to ensure that:

- Making a complaint or expressing a concern is as easy as possible
- We treat a complaint of concern seriously
- We respond promptly, politely and respond in the right way
- We learn from complaints and concerns and use them to improve what we do

### Complaints or concerns about Club Members:

- Make sure the complaint or concern is in a written format. Advise the person that you will be sending them an official complaint form & this is to be completed accurately & sent into the President of the Club.
- The President will inform the person involved in the complaint that a complaint has been made. It is helpful to provide information about the concern. The person involved will be expected to attend a formal meeting with the President & two executive committee members to obtain the facts.

### What happens next?

#### Informal stage

Many minor complaints or concerns can be resolved quickly and informally. There are many occasions where concerns are resolved straightaway through the relevant Club Officer or Coach depending on the nature of the complaint. This is where the procedure should start and unless there are exceptional circumstances there should always be full discussion at the informal stage.

If the complaint has not been resolved at the first meeting, the person making the complaint should contact the club president. The complaint or concern may be made in writing, however the complainant must be sent a complaints form and advised to complete this accurately and then returned to the President of the Club. The Club, if asked, will help anyone who would like assistance to set out their complaint, including access to translation services where necessary. An appointment is likely to be necessary, so that the person who has had the complaint made against them can give the matter their full attention. If the complaint or concern is about a coach the president needs to be involved and attempt to resolve the complaint informally.



## **Formal Stage**

– If the issue cannot be resolved the complaint or address the concern informally, the Club undertakes to deal with the issue by

- Formally acknowledging the complaint within ten (10) working days
- Advising the complainant the name of the person looking into the complaint. This will generally be the president, unless the complaint or concern is about that person, in which case an Executive Committee member will look into the issue.
- The Club will reply within fifteen (15) working days from when the complaint is received. If it is not possible to give a full reply within this time, for example, if your complaint requires ~~more~~ a more detailed investigation, an interim response will be made explaining what has been done to deal with the issue and when a full reply can be expected and from whom
- The full reply will include details of who to contact next if it is thought the issue has not been dealt with properly.
- If the complainant is not satisfied with the outcome, the complainant should contact the President or an executive member of the committee.



## COMPLAINTS FORM

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Address: \_\_\_\_\_

*Brief Summary of Complaint (please include dates, names and places)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Hand this form to the President and arrange an appointment time to discuss this complaint.*

Parents/Guardians Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Coach/Leaders Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Appointment Time: \_\_\_\_\_

Place: \_\_\_\_\_

Comments and Signature: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Action/Outcome: \_\_\_\_\_

Date: \_\_\_\_\_