

HUNTSWOOD GOLF CLUB (HGC) – COMPLAINTS POLICY

This procedure should be followed where Members wish to make a complaint about anything to do with the Club.

1. PROCEDURE

- 1.1** Complaints about anyone or anything to do with the Club should be made to the General Manager unless the complaint is about the General Manager in which case it should be directed to the Officers Committee or the Proprietor. Complaints may be required in writing depending on the nature of the complaint. Where they relate to the conduct of another Member they will always be required in writing within 28 days of the alleged incident. Upon receiving a complaint in writing the General Manager will reply to the complainant within 48 hours acknowledging receipt and detailing the process to be followed and if possible the timescale.
- 1.2** No Member shall admonish or reprimand any employee of the Club. If the complaint relates to a member of staff it will be dealt with by the General Manager and/or the Proprietor as necessary.
- 1.3** If the complaint relates to the services and facilities provided by the Club and the General Manager is able to respond directly he will do so, keeping the correspondence on file.
- 1.4** If the complaint relates to competitions and other activities organised by the Huntswood Members Club, the procedure in section 10 of the Huntswood Members' Club Constitution and Club Rules will be followed in the first instance. Any appeals relating to Rules of Golf or handicapping infringements fall within the England Golf Disciplinary Framework and are subject to a right of appeal as set out in Section 13 of the HGC Disciplinary Regulations.
- 1.5** If the complaint relates to other golfing matters, social events or membership matters and the General Manager is able to respond directly he will do so, keep the correspondence on file and raise for information at the next Officers' meeting. Where necessary the matter will be raised with the Men's Captain and/or Vice-Captain or the Ladies' Captain and/or Vice-Captain as appropriate. They will investigate the complaint and then pass their judgement back to the complainant through the General Manager. Where the Captain deems it necessary the Officers' Committee as a whole will be involved.
- 1.6** Once the relevant parties have met and all information assimilated then the complainant will receive a response within a further 48 hours.
- 1.7** If the complaint involves allegations of Member misconduct at the Club then the Procedure set in the HGC Disciplinary Regulations will be followed.

2. MISCONDUCT

Misconduct is:

- a. A breach of any of the Club's published policies relating to:
 - i. Behaviour toward employees
 - ii. Safeguarding
 - iii. Members Code of Conduct
 - iv. Equality, Diversity and Inclusion
- b. Any conduct which is considered to be detrimental to the harmony, character or interests of the Club, its members or any section of the Club's membership.