**Athy Golf Club**

**COMPLAINTS PROCEDURES**

**Complaint: A statement that something is wrong or unsatisfactory**

**Complaints Procedure Aim: The aim is to enable members to have their complaint resolved fairly and at the earliest possible stage.**

**All complaints must be in written form (by letter or by e-mail), and addressed directly to The Honorary Secretary of the Joint Club and receipt of the correspondence will be acknowledged within 7 days.**

**Subsequently, the matter will be dealt with pursuant to Section 13.1 (d) of the Constitution.**

1. The Honorary Secretary shall make every effort to resolve the complaint.
2. If the complaint relates to matters of golf such as Competitions and or Handicaps it will be referred to the Committee of either the Men’s or Ladies club.
3. All other complaints, which the Honorary Secretary has been unable to resolve, shall be referred to the **Complaints Committee.**

 **TIMINGS/TIME FRAMES**

1. All complaints must be received by The Club Honorary Secretary at earliest possible opportunity.
2. The Club Secretary will acknowledge receipt of the complaint within **seven** days.
3. The Honorary Secretary will, in the first instance, endevour to resolve the issue, failing this, will refer the complaint to the Complaints Committee.
4. The above time frames can be amended, extended or reduced with the consent of all parties if necessary

**The Complaints Committee**

1. The Committee shall be appointed by the Management Committee of Athy Golf Club
2. The Committee shall comprise of no less than three members.
3. The Committee shall appoint a Chairperson.
4. The Committee shall convene as soon as possible following on from receiving a complaint referred to it from the Honorary Secretary.
5. The committee must make sure that there is no conflict of interest.

**The Complaints Committee Procedure**

1. The Committee will review the complaint and the response, forwarded by the Honorary Secretary, to ascertain which area it relates to e.g Club Rules, Bye Laws or Code of Conduct.
2. The Committee shall undertake any further investigations that its sees necessary which may be in written form or a personal meeting.
3. The committee should make a decision that shall be unbiased and use the principles of natural justice.
4. Following on from all investigations the Committee shall come to a conclusion and issue recommendations.
5. This conclusion shall be conveyed in writing to the Honorary Secretary within 7 days of such conclusion.

The Honorary Secretary will inform both parties as to the outcome of the investigation on receipt of the report from the Committee.