



# Complaints Policy

## SCOPE

This policy applies to any external complaints about the actions of Theale Golf Club. All internal complaints are covered by the employee Disciplinary & Grievance Procedures.

## PURPOSE

This policy aims to establish a clear, transparent and accountable system for external parties to raise complaints about the Golf Club. This policy is also to act as the resolution procedure to resolve disputes between the Golf Club and its members and visitors.

## PROCEDURE

If you consider we have fallen below the standards you would expect of Theale Golf Club and you wish to lodge a complaint you should follow this procedure in order for us to address your concerns effectively and expeditiously.

- Please voice your concerns informally as soon as they arise with the member of staff whom you have been dealing with. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.
- If your complaint is not dealt with to your satisfaction, then please contact the Office Manager by letter or email. Within this, the following details should be included:
  - Complainant's name;
  - Nature of complaint;
  - Pertinent details and dates/ times;
  - Name of the person or persons or about whom you are complaining.
- If you raise a complaint by any other means, you will be asked to put your complaint in writing.
- If your correspondence is not clear as to whether it is a complaint, you may be asked to clarify.
- Any complaints addressed to anyone else in the Golf Club will be passed to the Office Manager. If the complaint relates to the Office Manager, it will be dealt with by another Senior Member of Staff.
- The Club aims to acknowledge every complaint within five working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint.

- The officer will attempt to respond to you within 10 working days. If this is not possible then you will be notified and provided with an explanation for the delay.
- The result of the investigation will be reported to you, and should your complaint be upheld we will advise you what, if any remedy or rectification, can be applied. We will write to you to confirm any final agreement or solution.
- If you are still not satisfied with the outcome or the manner in which your complaint has been handled, then you should raise the matter with The Club within 14 days of our reporting to you.

#### **CONTACT DETAILS**

Please address any complaints to:

**Natalie Lowe, Office Manager**

- **Theale Golf Club, North Street, Theale, Berkshire, RG7 5EX or,**
- **natalie@thealegolf.com**

#### **POLICY ENFORCEMENT**

This policy will be enforced by the **Office Manager**.

#### **REVIEW**

This policy will be subject to regular review and amendment.