

Complaints Process

Stage 1 Informal

- Informal discussion between member and appropriate member of staff.
- Complaint resolved and member happy with the outcome.

Your Club Welfare Officer should be involved with all complaints, even if they are only acting as an independent observer.

Stage 2 Formal

- Member lodges formal complaint in writing, usually to the Director of coaching.
- Member is invited for a discussion or follow up with the Club Manager or appropriate member of staff to try and resolve the complaint.
- If complaint is not resolved, move to stage 3. It is recommended that all complaints after stage 2 are dealt with face to face.

Ensure you include timescales for all complaints to be received and for all follow ups or acknowledgements of a complaint. For example, complaints must be received in writing within X number of days, the Club Manager must respond to a complaint within X number of days.

Stage 3 Escalation

- If the member is unhappy with the outcome of stage 2, the formal complaint can be escalated to a more Business manager.
- If the Senior manager/President/committee find that processes have not been followed, or new information is available, they may revert the complaint back to stage 2.
- If member is still unhappy with the outcome, move to stage 4.

Again, timescales must be in place for the member to lodge their complaint and for them to receive acknowledgement of their complaint.

Stage 4 Formal

- Formal complaint in writing to most Chairman or committee. (If a complaint has been submitted in writing at a previous stage, this can be forwarded on at this stage, a new written complaint is not required unless the complainant wishes to add further information)
- Submission of any additional information or resources.
- At stage 4, at least 2 people from the club should attend the face to face meeting after the complaint has been read and all parties have been interviewed. The complainant should also have the option of having an observer attend.
- If the complaint is still not resolved, there is no further escalation or appeals process following stage 4.

Senior manager or committee must ensure that the complaints process has been correctly followed up until this stage, if not, the complaint can be referred back to a previous stage.

If the complaint is not resolved at stage 4, there is no further escalation or appeals process.