

HARLESTON TENNIS AND SQUASH COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

Our Aim

Harleston Tennis and Squash Club is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Harleston Tennis and Squash Club's responsibility will be to:

- acknowledge the formal complaint in writing;
- meet to hear complaints within 30 days of a complaint being lodged.
- The committee will deal reasonably and sensitively with the complaint and take action where appropriate.
- The committee has the power to take appropriate disciplinary action including the termination of membership.
- Notify in writing the outcome of a disciplinary hearing the person who lodged the complaint and the member against whom the complaint was made within 14 days of the hearing.
- offer a right of appeal to the Club Committee following disciplinary action being announced. The committee should consider the appeal within 30 days of the Secretary receiving the appeal.

A complainant's responsibility is to:

- bring their complaint, in writing, to either the Secretary or the Chairperson's attention normally within 6 weeks of the issue arising via the Club's email address: **harleston.tennis.squash@gmail.com**
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the committee up to 30 days to deal with the matter, and
- recognise that in some circumstances may be beyond Harleston Tennis and Squash Club's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.