

Great Yarmouth & Caister Golf Club - COMPLAINTS POLICY (England Golf Model)

SCOPE

This policy applies to any external complaints about the actions of Great Yarmouth & Caister 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.

PROCEDURE

If you consider we have fallen below the standards you would expect of Great Yarmouth & Caister 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 Club 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 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 Club Manager. If the complaint relates to the Club Manager, it will be dealt with by another Senior Member of Staff or Committee Member.
- The Club aims to acknowledge every complaint within two 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.

Version: August 2018

Approved by: Director of Business and Legal Services

Approval date: 17th August 2018

Review date: August 2019

Reviewer: Legal and Compliance

- 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 Committee within 14 days of our reporting to you.

CONTACT DETAILS

Please address any complaints to:

Tim Starbuck
General Manager
Great Yarmouth & Caister Golf Club
Beach House
Yarmouth Road
Caister on Sea
Norfolk

office@caistergolf.co.uk

POLICY ENFORCEMENT

This policy will be enforced by Tim Starbuck.

REVIEW

This policy will be subject to regular review and amendment.