



# Members Complaints Policy and Procedure

## Our aim:

Ilkley Lawn Tennis and Squash Club is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. 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 in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- 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. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## Policy

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

### **Ilkley Lawn Tennis and Squash Club's responsibility will be to:**

- acknowledge the formal complaint in writing;
- respond within a stated period;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

### **A member's responsibility is to:**

- bring their complaint, in writing, within 2 weeks of the issue arising;
- explain the problem as clearly and as fully as possible
- allow Ilkley Lawn Tennis and Squash Club a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Ilkley Lawn Tennis and Squash Club 's control.

## Subject of the Complaint

- This procedure outlines the process for complaints relating but not limited to the facilities, standards of instruction and/or coaching and the organisation of activities. Where the issue concerns non-operational matters such as a member's complaint against another member, these in the first instance should be addressed to the General Manager.

**Responsibility for Action:** All Staff and Board members of Ilkley Lawn Tennis and Squash Club.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Ilkley Lawn Tennis and Squash Club 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 own merit). Should this be the case, the situation will be explained to the complainant.

## Formal Complaints Procedure

### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a member of Ilkley Lawn Tennis and Squash Club's staff, you should write formally to the Hon.Secretary at Ilkley Lawn Tennis and Squash Club. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 21 working days.

Our contact details can be found on the Club Notice Board or our website.

### Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to Hon.Secretary at Ilkley Lawn Tennis and Squash Club and ask for your complaint and the response to be reviewed. You can expect the Hon.Secretary to acknowledge your request within 5 working days of receipt and a response within 21 workings days.

Ilkley Lawn Tennis and Squash Club's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### Final Stage

If you are not satisfied with the subsequent reply from **the Hon.Secretary**, then you have the option of writing to the Chairman of Ilkley Lawn Tennis and Squash Club, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the Hon.Secretary.

The Chairman (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation. The resulting agreed actions from the investigation will deem the Final Stage complete.