

Sydenham Lawn Tennis & Croquet Club Ltd

Compliments and Complaints policy

1. Our Aim

The 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 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 recognize 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 should be sent to the Club Manager who will record and acknowledge the compliment, and provide feedback to the appropriate member of staff, service and/or committee.

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

The Club's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 21 days
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Club Manager's attention normally within 2 weeks of the issue arising;
- in the absence of the Club Manager, or if the complaint relates to the Club Manager, the complaint should be made to the Chair of the Board of Directors;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Club Manager a reasonable time to deal with the matter; and
- recognise that some circumstances may be beyond the 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.

Related policies and procedures

This policy should be read alongside the Club policies and procedures, including:

- Safeguarding policy
- Diversity and inclusion policy
- Code of conduct for staff and volunteers
- Staff, Contractor & Volunteer Handbook
- Any other relevant policies issued

This policy is reviewed every three years (or earlier if there is a change in national legislation).

Chair:
Welfare Officer:

Gillian Bartlett
Dez Lewington