

# COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

## 1. Our Aim

Albany Lawn Tennis 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. 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.

## 4. Responsibilities

Albany Lawn Tennis Club's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 1 week 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 Welfare Officer's (Anne Meyler) or Chairman's (Tim Davies) attention, normally within 8 weeks of the issue arising.
- raise concerns promptly and directly.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow a reasonable time to deal with the matter, and
- recognise that in some circumstances matters may be beyond Albany Lawn Tennis Club's control.

## 5. 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.