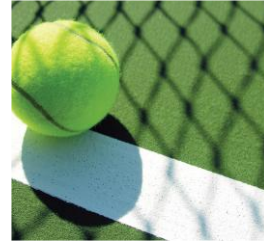


Bohemian Tennis Club



Feedback and Complaints Policy

Bohemian Tennis Club is committed to providing a quality service and working in an open and accountable way. One of the ways that we can continue to improve the facility and the activities that run within it 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 our complaints policy and procedures every 3 years or as appropriate

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 about our services, facilities, staff and volunteers.

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.

Any complaints about the club or its facilities can be made in the following ways;

- In person at the club AGM (Annual General Meeting)
- To Committee members (in person, by email or in writing)
- Suggestion envelope located on the notice board

You are also able to pass on your feedback at any time via the email address bohemiamentennis@hotmail.co.uk

Complaints

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

Responsibilities

Bohemian Tennis Club's responsibility will be to:

- Acknowledge the formal complaint
- Respond within 7 days
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

A complainant's responsibility is to:

- Raise concerns promptly and directly with any member of the committee
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow the committee a reasonable time to deal with the matter, and
- Recognise that some circumstances may be beyond Bohemian Tennis Club's control.

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.