



Devizes Tennis Club

Compliments and Complaints Policy

1. Our Aim

Devizes 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 compliments and complaints and aim to use them to continuously improve our service

We aim to address and respond to any concerns informally and quickly, with focus on resolution.

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.

4. Complaints

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

5. Responsibilities

Devizes Tennis Club's responsibility will be to:

- deal reasonably and sensitively with the complaint

- take action where appropriate

A complainant's responsibility is to:

- bring their complaint to the attention of the Chair; or otherwise a Committee Member
- 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
- recognise that in some circumstances may be beyond Devizes Tennis 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.