

## About this Policy

- We are committed to ensuring that all complaints are dealt with in a fair, effective, and timely manner, and in accordance with our Complaints Procedure.
- This Policy does not form part of any contract, and we may amend it at any time.
- This Policy adopts the definitions set out within our Terms and Conditions.
- This is a 3-stage procedure.
- Please check that you are making your complaint within 3 months of the incident you wish to complain about. Complaints made after this period may not be considered.
- Please do not try to bypass any stage by involving someone else as the Club will still need to follow all three stages.
- If your complaint is about the Chief Executive or Trustees, then it will automatically be dealt with as a formal written complaint.

## 1. Dealing with complaints informally – Stage 1

1.1 If you have a complaint to do with the Club or any of our staff, you can contact the Chief Executive using the details set out below:

Post: Chief Executive, The West Hants Club, The Club House, Roslin Road South, Bournemouth, BH3 7EF

Email: [Peter.Elvis@westhants.co.uk](mailto:Peter.Elvis@westhants.co.uk)

Phone: 01202 519445

1.2 If you speak to any of our staff except the Chief Executive about your complaint, they will direct you to the Chief Executive and this Policy.

1.3 We may be able to agree a solution informally with you. If this does not resolve the problem, you can raise a formal complaint in accordance with our Complaints Procedure.

## 2. Formal Complaints Procedure – Stage 2

2.1 If you wish to raise a complaint formally, you should complete the Complaint Form and return it to the Chief Executive ([Peter.Elvis@westhants.co.uk](mailto:Peter.Elvis@westhants.co.uk)). You may submit your written complaint to the Chairperson ([chairperson@westhants.co.uk](mailto:chairperson@westhants.co.uk)) if it concerns the Chief Executive.

2.2 Your complaint should set out:

- any relevant facts, dates, and names of the individual(s) involved;
- how you would prefer to be contacted about your complaint going forward; and
- if there is anything in particular that you would like us to do to resolve your complaint.

Please avoid using language that is insulting or abusive.

2.3 We will:

- send a written acknowledgement of your complaint within 7 days of receiving it;
- investigate and, if necessary, arrange a discussion with you, normally within 21 days of receipt of your complaint;
- let you know if we need any further information from you to assist with our investigation; and
- write to you with our response setting out the conclusion of our investigation, any proposals to rectify or resolve the matter, and the right of appeal.

2.4 We will aim to conclude our investigation and provide a response as quickly as possible. Although we will always aim for sooner, the process may take up to 8 weeks from receipt of your complaint. In exceptional circumstances, it may be necessary to extend the above timescales. If this occurs, we will let you know in writing. We will always try to agree any variations with you first.

2.5 We regret any dissatisfaction which our members or visitors experience and, if our investigation concludes that we have fallen below our usual high standards, we will not hesitate to apologise. We may also make any proposals that we consider appropriate to resolve or improve your situation and take steps internally to ensure that any problems you have experienced do not reoccur.

2.6 Our Membership fees remain payable regardless of the investigation of any complaint.

### 3. Appeal – Stage 3

3.1 If your complaint has not been resolved to your satisfaction, you may appeal in writing to the Board of Trustees.

3.2 If you do not request a review within 15 calendar days of the date of your written response from the Club, then the Club will consider the complaint closed and no further action will be taken.

3.3 Your appeal will be dealt with by the Chairperson or, if your complaint concerns the Chief Executive and the Chairperson who has been involved in dealing with it, another Board Trustee appointed by the Board to receive and hear complaints who has not previously been involved.

3.4 We will:

- send a written acknowledgement of your appeal within 7 days of receiving it;
- investigate and, if necessary, arrange a discussion with you, normally within 21 days of receipt of your appeal;
- let you know if we need any further information from you to assist with our investigation; and
- write to you with our final response setting out the conclusion of our investigation and any further proposals to rectify or resolve the matter.

3.5 There is no further right of appeal.

### 4. Vexatious complaints

A repetitive complaint may be regarded as vexatious, which can divert our resources away from assisting others. A vexatious complaint is one that is likely to cause a disproportionate or unjustifiable strain on our time and resources in dealing with it and includes historic complaints. Examples of relevant behaviour include, but are not limited to, refusing to cooperate with our Complaints Policy and Procedure, Members Disciplinary Policy and Procedure, Membership Terms & Conditions, Club Rules, or any of our other policies or procedures in force from time to time, or refusing to accept the outcome of a final response to appeal. We reserve the right not to respond to further correspondence.