



Queens Sports Club Members Complaints Policy.

Our aim:

Queens Sports Club is committed to providing a quality service for its members and working in an open and accountable way that builds the 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 in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for a response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- Whistleblowing is dealt with by the QSC Leadership Team
- We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly.
- Keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Policy

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

Queens Sports Club's responsibility will be to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period.
- Deal reasonably and sensitively with the complaint.
- Act where appropriate.

**A member's responsibility is to:**

- Bring their complaint, in writing, within 2 weeks of the issue arising;
- Explain the problem as clearly and as fully as possible
- Allow Queens Sports Club a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond Queens Sports Club 's control.

Subject of the Complaint

This procedure outlines the process for complaints relating but not limited to the facilities, standards of instruction and/or coaching and the organisation of activities. Where the issue concerns non-operational matters such as a member's complaint against another member, these in the first instance should be to the Club Secretary.

Email address - **Secretary@queenssportsclub.co.uk**.

Responsibility for Action:

- All Staff and Committee members of Queens Sports Club.
- Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Queens Sports Club 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 own merit). Should this be the case, the situation will be explained to the complainant. .

The Committee @ Queens Sports Club Halifax