



Compliments, Complaints & Disciplinary Policy

Our Aim:

The Bourne 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 continue to improve our service(s) is by listening and responding to the views of our members and guests, and in particular to 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 and/or guests about our services, facilities, staff or 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 phone call, in writing, via email or any other method.

Purpose:

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the Club Manager and President.

Complaints:

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

Responsibilities:

The Bourne Club's responsibility will be to:

- Acknowledge a formal complaint in writing
- Respond within 21 days
- 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 Manager's attention (manager@bourneclub.co.uk) within eight weeks of the issue arising. This can also be done by hand mail or by post. This will be forwarded to the President and Vice President
- Raise concerns promptly and directly with the Manager. These will be passed to the President and Vice President
- Explain the problem as clearly and as fully as possible including any action taken to date
- Allow the Management Committee a reasonable time to deal with the matter, and;
- Recognise that in some circumstances the complaint may be beyond The Bourne 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 is not possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.