

CBLTSC COMPLIMENTS AND COMPLAINTS POLICY

OUR AIM

Chesham Bois LTSC 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 complaints, use them to improve our service, and annually review our complaints policy and procedures.

We recognise that many concerns will be raised informally, and we aim to resolve these informal concerns quickly. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from anyone 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.

PURPOSE

We're 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 relevant service manager to provide feedback to the member of staff or service.



COMPLAINTS

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

RESPONSIBILITIES

CBLTSC'S responsibility is to:

- acknowledge a formal complaint in writing
- respond within four weeks
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- raise concerns or complaints promptly, in writing, to the attention of Jason Pinkney Tennis members Rep, or Chris Greenwood, Squash Chairman, as appropriate within 4 weeks of the issue arising.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Jason Pinkney/Chris Greenwood a reasonable time to deal with the matter, and
- recognise that in some circumstances the issue may be beyond CBLTSC's control.

CONFIDENTIALITY

Every attempt will be made to ensure and maintain confidentiality. However, 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 complainant will be informed and consulted.

