



Complaints Policy

Introduction

The complaints policy is complaints regarding the service that the club offers. This policy does not cover disciplinaries, grievances, whistleblowing, or safeguarding. Refer to the respective policies for those matters.

What is a Complaint?

The below list will form the majority of complaints:

- Poor service given to a member or members (such as poor timekeeping for classes).
- Products purchased from the club that are faulty or are of insufficient quality based on the price.
- Facilities inadequate or unfit for purpose.
- Insufficient or poor communication to members, parents, or guardians.

How we handle complaints.

The person receiving the complaint will complete a complaints handling form recording as many details as possible. This will then be handed over to the appropriate person (usually a manager) to investigate the complaint.

Once the complaint has been fully investigated, the charity will then communicate a written response to the individual making the complaint.

The response will detail the action, if any, taken by the charity.

If the complainant is not satisfied with the response, they can write an appeal to the Chairperson of the Board of Trustees who will review the complaint and the outcome and decide whether the outcome is satisfactory or not.

The Chairperson's response is final.