



## **COMPLAINTS POLICY 2023**

### **SCOPE**

This policy applies to any external complaint about the actions of the Somerset Ladies Golf Association (SLCGA) but excludes disciplinary issues, safeguarding issues or handicap issues. These issues are covered by the relevant policies.

### **PURPOSE**

This policy aims to establish a clear, transparent and accountable system for external parties to raise complaints about SLCGA. This policy is also to act as the resolution procedure for disputes between SLCGA and its members. The Executive Committee (Exec) of the SLCGA is committed to uphold the following values:

- Be honest by acting with integrity, trust, fairness, reliability and transparency
- Be supportive by working together to make golf better for all members
- Be excellent by continuously improving and setting high standards
- Be inclusive by welcoming and enabling everyone to be involved with golf in the County.

### **PROCEDURE**

If you feel that you have a complaint you should follow this procedure in order for us to address your concerns effectively and in a timely manner

Please voice your concern as soon as possible with the representative of the Exec with whom you have been dealing. Often complaints are due to simple misunderstanding and can be resolved quickly.

If your verbal complaint has not been dealt with to your satisfaction then please contact the Ladies County Secretary by post or email. This should explain who you are, the nature of your complaint with dates/times and also the details of the person about whom you are complaining.

Any complaints addressed to anyone else in the SLCGA will be passed to the Secretary. If the complaint relates to the Secretary please send to the Vice-President.

We aim to acknowledge every complaint within two working days of receipt and identify the name of the Committee Member who will take responsibility for dealing with your complaint.

We aim to provide a response within 10 working days. However, should the investigation take longer you will be notified.

The outcome of the investigation will be reported to you and should your complaint be upheld we will advise you if any remedy or rectification can be applied.

Should you be dissatisfied with the outcome or processing of your complaint please raise the matter within 14 days of receiving your report.

This policy will be subject to regular review and amendment.