



ATLANTIC RACQUET CENTRE (ARC) COMPLIMENTS & COMPLAINTS POLICY

1. Our Aim

Atlantic Racquet Centre 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 in a positive and constructive way.
- 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 of the public about our services, facilities, staff and volunteers.

2. 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.

3. 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 relevant service manager to provide feedback to the member of staff or service.

4. Complaints

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

5. Responsibilities

ARC's responsibility will be to:

- acknowledge the formal complaint in writing.
- respond within a stated period; 2 weeks
- 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 General Manager's attention within 6 weeks of the issue arising.
- raise concerns promptly and directly with the General Manager
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the General Manager reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond ARC control.

6. 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 may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

7. Application of the Policy

All formal complaints about ARC, its staff, its volunteers or its members should be received in the form of a letter addressed to the General Manager at Atlantic Racquet Centre office, with a method of contacting the complainant.

On receipt of a complaint, acknowledgement of receipt of the letter should be made within 7 days.

The General Manager should make a note of the complaint together with a plan of action.

For more serious complaints the General Manager may delegate the matter to a small committee to suggest possible solutions.

Where the complaint is about an employee, this should be referred to their line manager to take appropriate action as part of a disciplinary procedure. The employee should be made aware of their rights to present their version of the events.

Where the complaint is about the General Manager, the complaint should be addressed to the Chair of Trustees.

Once a decision has been made about the action to be taken, a reply should be sent to the complainant.

If the complainant is not satisfied with the decision they should contact the General Manager in writing immediately. An appeal process is available.

8. Appeals Procedure

Notes: please read carefully before completing the Appeals Procedure form. If the person does decide that they want to appeal the decision

1. Accept appeal paperwork into Atlantic Racquet Centre office and date stamp
2. General Manager's reply giving notice of date of appeals meeting (which is at least 5 days and not more than 21 days notice)
3. Named details of who will be attending the Appeals Meeting will be required in advance
4. Official Minute taker will take notes of the Appeals Meeting
5. Appellant makes appeal.
6. Discussion and questions if needed.
7. Appellant and Trustees with 'conflict of interest' leave the room.
8. Council review appeals evidence against the decision previously made.
 1. If Trustees agree that the decision stands, a letter is sent giving the final decision. No further right of appeal procedure is allowed.
 2. If Trustees agree that the decision should be reviewed, then further discussion and decision is required.

9. Arbitrator with mediation process if required.

9. Appeal Form:

Please read ARC Complaints and Appeals procedure before you start to complete the form. If you have any questions, please contact the ARC office.

Make sure you put your name on all pages or documents that you wish to send in as part of your appeal.

Attach copies of any relevant supporting documents securely to this form, forward all documents, including completed form to ARC, Farm Road, Caddsdwn Industrial Estate, Bideford, Devon EX39 3BE

Appeals Procedure Form:

Please read these notes carefully before filling in the form. If you have any questions, please contact ARC office: T: 07587782675 E: info@atlanticracquetentre.co.uk or ARC Farm Road, Caddsdwn Industrial Estate, Bideford, Devon EX39 3BE

Please use black ink and write clearly.

Attach copies of relevant supporting documents securely to this form with your name clearly on each document.

Details of person submitting this form:

Name:

Address:

Contact telephone/mobile number:

Contact Email address:

Preferred method of contact:

Details of the Appeal: Please give details of the decision you are appealing against and the date of the decision.

Give details of the reasons you disagree with the decision, clearly setting out all the points you disagree with. Please include any information to support your appeal which you want to be considered.

Please explain any new information which has not been previously considered.

How many separate continuation sheets have you used:

List any supporting documents you are attaching to this form:

Signature:

Name:

Date:

This Policy is recommended for approval by:

Signed: 

ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed: 

Club Welfare Officer: Tish Shere

Date: 12/04/2024