



Ogston Sailing Club

*RYA Sailability
Foundation Club*

Compliments and Complaints Policy

Ogston Sailing Club (OSC) welcomes the views of all its members about its services. Both compliments and complaints help to ensure that views, preferences and suggestions can be taken into account in the development of our Club and, where appropriate, acted upon. In this respect, compliments are as valuable as negative comments

OSC is committed to treating any complaint seriously and respectfully before, during and after investigation. All members should feel that, if need be, they are able to complain, confident in the knowledge that they will be dealt with politely, fairly and without repercussions for future services from the Club.

Details of compliments and complaints will be logged, kept on file and available on request.

Compliments procedure:

OSC welcomes compliments about its services from all its members. Anyone wishing to compliment any aspect of OSC's activities should do so verbally or in writing

Complaints procedure:

At all stages the complainant may be assisted and accompanied by another person.

Informal Stage:

Anyone wishing to make a complaint is encouraged to do so informally by contacting any Officer member of the Management Committee, either by telephone, or in person at the club. The officer will seek to resolve the matter to the complainant's satisfaction and will produce a written report of their findings or actions.

Where the complainant is dissatisfied with the response or the complaint is of a particularly serious nature requiring a formal response, the Formal Stage procedure should be followed.

Formal Stage:

When it has not been possible to resolve the complaint informally, the complainant should submit a formal written notice of complaint to the Club Secretary who will arrange an investigation of the matter and produce a written report of their findings and actions. Management Committee will be informed of all formal complaints. OSC will strive to resolve any formal complaints within 14 days, or by mutual agreement as soon as practicable thereafter.

On receipt of a complaint the Officer should send a written acknowledgement to the complainant advising them of the procedure to be followed and the timescale for responding formally and the outcome of their investigations.

A small Complaints Management Subcommittee of 3 members will be set up to deal with any formal complaint.

The complaint, together with the report of the Officer's findings will be referred to the Complaints Subcommittee, who will invite the individual complainant(s) to meet with them to resolve the complaint.

All relevant documents will be submitted to the Subcommittee and the parties concerned at least 5 days prior to the meeting.

The Complaints Subcommittee of OSC Training shall report to the next Management Committee meeting, including any recommendations for wider action, and confirm their decision regarding the complaint to the complainant in writing, giving them the right of appeal.

The Management Committee will consider any appeals against the decisions of the Complaints Subcommittee.

Appeal:

Any appeal against the decision of the Complaints Subcommittee must be made in writing to the Hon. Sec. of the Management Committee within 10 days.

The matter will be referred to the Management Committee Meeting (excluding all members of the Complaints Subcommittee and any other member of OSC involved in the decision). The appeal meeting will be held within 14 days of the formal notice of appeal.