

ABBAY GYM CLUB

Compliments and Complaints Policy

What is a compliment and why are they important?

A compliment is any expression of satisfaction with any aspect of the club or the people who run it. Your compliments are an important way of showing the club coaching staff and committee that we are running the club well.

What is a complaint and why are they important?

A complaint is any expression of dissatisfaction, which requires a response from us. It is not a request for a service. Anyone who is not happy with any aspect of the club has the right to make a complaint, and we promise to consider every complaint we receive. Complaints can be an important way of judging whether changes are needed in the way the club is run.

If you wish to compliment us on something we have done, or make a complaint about some aspect of the club, it will be dealt with in the following way:

You can make a compliment or complaint:

- In writing to the Club Chairman or any member of the club committee. You can use the form provided or write a letter.
- In person or by telephone to any coach or committee member using the form or you can ask for a form to be completed on your behalf

What will happen then?

Your compliment or complaint will be recorded and dated. All compliments will be passed on to the person or persons concerned and registered at the next committee meeting. A record will be held of all compliments and presented at the next full committee meeting.

A senior coach or a member of the committee will investigate all complaints. Depending on the nature of the complaint, it may also be considered by the full committee.

Wherever it is considered reasonable and possible by the club, immediate action will be taken to remove the cause for the complaint. A full record will be kept of the original complaint and of the response. Unless you have chosen to remain anonymous, you will be advised in writing of the outcome. You have the right of an appeal to the committee if you consider our response inadequate.