

Complaint Management Procedure

Objective:

To provide members with a means of expressing their dissatisfaction with any aspect of **[club/organisation]** operations.

Note: This procedure deals with complaints regarding of **[club/organisation]** programmes or services.

Definitions:

1.1 High Level Complaint

High level complaints are those involving any of the following:

- A written complaint requiring a response or action
- The threat of legal action (verbal or written)
- Complaints received by, or directed to, the Chief Executive or Chair

1.2 Ownership

The owner of a complaint is the individual responsible for dealing with all aspects of the complaint, including

- Contacting the complainant
- Conducting investigation and resolving the complaint
- Ensuring that any lessons learnt are implemented (effort to improve club's handling of policies and procedures)

Process:

2.1 Receiving a complaint

- Complaints can be received verbally or in writing
- Where a verbal threat of legal action is issued, the conversation should be terminated and the complaint should immediately be requested in writing
- In the instance of a verbal complaint reaching the High Level status, the complaint should be requested in writing, to allow a formal response.

2.2 All complaints (verbal or written) should be recorded in the central complaints file, with cover sheet completed detailing:

- Nature of complaint
- Date complaint received
- Name and contact detailed of complainant
- Name of person who received complaint

- 2.3 All High Level Complaints must be brought to the Club's Chairperson or President's attention immediately. The Chairperson or President will designate ownership of the complaint.
- 2.4 The Chairperson or President shall use his/her discretion in deciding if Scottish Archery should be informed of the complaint. This will normally be the case where there is a realistic threat of legal action.
- 2.5 The Owner of the complaint must acknowledge receipt, with the member, within 2 working days. High level complaints must be acknowledged in writing.
- 2.6 The owner shall investigate the complaint and investigate any remedial action necessary to resolve it, within 10 calendar days of receipt, to the satisfaction of the customer.
- 2.7 The action taken should be noted on the cover sheet
- 2.8 If the customer is not satisfied with the response received or the proposed resolution, the complaint must be escalated to the next level of management immediately. This would be the Scottish Archery and possibility intervention of Sportscotland.
- 2.9 Following resolution of the complaint, all correspondence shall be filed in the 'closed' within a Complaint Management Procedure file (both electronic and hard copy)
- 2.10 Files within this folder will remain confidential and can only be accessed by Chairperson and one other elected committee member

Records:

- 3.1 Records of complaints handled shall be kept for the following periods:

High Level Complaint	4 years
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Standard Complaint	2 years
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