



# Conway Yacht Club

## Complaints Handling Policy

Version	Date	Author	Change
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## 1. Purpose

The purpose of this policy is to ensure that complaints made by members, visitors, or other stakeholders are addressed promptly, fairly, and effectively to maintain a positive environment at Conway Yacht Club.

## 2. Scope

This policy applies to all members, visitors, staff, and any other individuals associated with Conway Yacht Club.

## 3. Definitions

- Complaint: Any expression of dissatisfaction, whether oral or written, regarding the club's operations, facilities, services, staff, or members.
- Complainant: Any individual who makes a complaint.

## 4. Policy Statements

### 4.1. Accessibility

- Complaints can be made verbally or in writing and must be acknowledged within 48 hours.
- Complaint forms will be readily available at the club's bar and online via the club's website.

### 4.2. Confidentiality

- All complaints will be handled confidentially, and information will only be shared with those directly involved in the resolution process.
- Anonymous complaints may be considered at the discretion of the club management.

### 4.3. Responsiveness

- Complaints will be resolved as quickly as possible, with an initial response provided within 7 working days.
- A thorough investigation will be conducted, and the complainant will be kept informed throughout the process.

### 4.4. Impartiality

- All complaints will be treated fairly and without bias.
- An independent person or committee will handle the investigation to ensure neutrality.



## 5. Procedure

### 5.1. Receiving Complaints

- Complaints can be submitted in person, by phone, email, or through the online complaint form.
- All complaints must include the complainant's contact details, a detailed description of the issue, and any supporting evidence.

### 5.2. Acknowledgement

- Upon receipt of a complaint, the complainant will receive an acknowledgement within 48 hours, outlining the steps to be taken and the expected timeline.

### 5.3. Investigation

- The complaint will be assigned to a designated officer or committee for investigation.
- The investigating officer or committee will gather all relevant information, interview witnesses (if necessary), and review any evidence provided.

### 5.4. Resolution

- Based on the findings, a resolution will be proposed within 14 working days of the initial complaint.
- The complainant will be informed of the outcome and any actions taken to address the issue.

### 5.5. Appeal

- If the complainant is not satisfied with the resolution, they may appeal in writing within 14 days of receiving the outcome.
- An appeal committee, independent of the original investigation, will review the appeal and provide a final decision within 21 working days.

## 6. Monitoring and Reporting

- All complaints and their resolutions will be documented and reviewed periodically to identify any trends or areas for improvement.
- An annual report summarising the complaints received and their outcomes will be presented to the club's management committee.

## 7. Continuous Improvement

- Conway Yacht Club is committed to continuously improving its services and facilities based on feedback received through the complaint handling process.



## 8. Contact Information

- Complaints can be submitted to: [info@ConwayYachtClub.com](mailto:info@ConwayYachtClub.com)
- Physical forms can be handed in at the club's bar.



## APPENDIX – CONWAY YACHT CLUB COMPLAINT FORM

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### Conwy Yacht Club Complaint Form

Date: [Insert Date]

Complainant Name: [Your Name]

Member: ☐ Yes ☐ No

Contact Information:

- Email: [Insert Email Address]
- Phone: [Insert Phone Number]

### Details of Complaint

Please describe the issue in detail:

[Write your description here. Include dates, times, and any relevant details.]

### Location and Incident Details

Location of incident (e.g., club premises, event, etc.): [Insert Location]

Date and time of incident: [Insert Date and Time]

### Persons Involved

Names of any individuals involved or witnesses (if known): [Insert Names]

### Supporting Evidence

Please list any supporting evidence (e.g., photos, documents, emails):

[Describe the evidence]

### Requested Resolution

How would you like the club to resolve this issue?

[Write your desired resolution here.]

### Declaration

I hereby confirm that the information provided is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: [Insert Date]

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