



Customer feedback (complaint) policy

1. Introduction

This policy covers Heaton Sports Club's approach to dealing with feedback from our members and customers relating to complaints, compliments, comments or suggestions.

2. Purpose

We want you to be happy with the services you receive. We want to know when we get things go wrong so we can learn from our mistakes and also when we get things right so we can further improve on what we do.

We will:

- Listen to your feedback.
- Deal with any dissatisfaction efficiently and effectively
- Keep you up to date with progress.
- Be open and honest about the process.
- Pass on your comments or suggestions so they can be considered.
- Share your compliments so we can recognise good customer service.

3. Scope

This policy covers:

1. Expressions of dissatisfaction (complaints)
2. Compliments
3. Comments or suggestions

These might be about the quality of the service you received, how we delivered the service to you and how you were dealt with.

4. Policy

4.1 How to contact us.

Write or visit: Heaton Sports Club
Lower Pools, Church Road
Bolton
BL1 5RH

Call: Telephone: 01204 843173 between 7pm and 9pm from Wednesday to Friday or from 2pm on a Saturday and Sunday.

Email: heatoncricquet@outlook.com

Website: www.heatoncricquetclub.co.uk (complete a complaint, suggestion or compliment form on our website)

Customer feedback can also be provided through our social media channels which include Facebook and Twitter. To ensure confidentiality complaints will be dealt with by the Secretary who will log and acknowledge your comments and take the appropriate action in line with our Customer feedback process.

4.2 Complaints what happens next?

Heaton Sports Club define a complaint as an expression of dissatisfaction by a member or customer when something has gone wrong. This may be about the quality of the service you received, how we delivered the service to you, how you were dealt with or how you have been affected as an individual /or a group.

We ask that you contact us with your feedback within 6 months of the incident occurring to allow us to deal with the matter as soon as possible.

We are unable to accept and can refuse to escalate your complaint if:

- It relates to a first-time request for a service;
- Legal proceedings are pending or have started, or where there is a legal solution;
- It relates to an issue that has occurred due to an Act of God e.g., high winds;
- It is a disagreement with our policies or procedures;
- It is considered the demands are aggressive or unreasonably persistent
- It is about the actions of an organisation that is not working for, or supported by Heaton Sports Club

Although we may not treat these issues as a complaint under our Customer Feedback Policy, we are committed to dealing with them in the appropriate manner. We will ensure that a detailed explanation will be provided, setting out the reasons why the matter is not suitable for the Customer Feedback process whilst also explaining what action we can take, or have taken.

There are two possible stages.

Stage 1:

We'll acknowledge receipt of your feedback within 7 working days by an agreed method.

We'll aim to provide you with a response within 14 working days.

If we need more time, we'll contact you to explain why and tell you how much more time we think we'll need. We intend to be able to offer you a full response by not exceeding a further 14 working days.

Our aim is to satisfactorily resolve your complaint at stage 1. If we haven't heard from you within 28 working days of your stage 1 response letter, we will assume the complaint is closed. If we hear from you within 28 working days, we will review your comments at stage 2 of our process.

Stage 2:

If you are not satisfied with the response you have received, then you can ask for this to be reviewed. This will usually be led by members of the Committee who will ensure your complaint has been investigated and responded to in a fair and appropriate manner. As with your original complaint, we will acknowledge receipt your feedback within 7 working days by an agreed method and will aim to provide a response within a further 14 working days.

If we need more time, we'll contact you to explain why and tell you how much more time we think we'll need. We intend to be able to offer you a full response by not exceeding a further 10 working days.

4.3 Compliments, comments or suggestions

All your compliments, comments or suggestions are passed on to the relevant service area. Compliments are passed directly to the team or individual concerned and recognised through our internal communications. Your comments and suggestions are used to improve our processes and service delivery.

4.5 We can also learn from you.

We will listen to you and use your experience of our services to improve them by:

- Feeding back learning to colleagues;
- Reporting performance and learning to our Trustees and Committee.
- Feeding back to you on how we have listened and improved services through your comments, suggestions and learning from complaints.

5. Responsibility

The responsibility of this policy falls under the Committee of Heaton Sports Club who will ensure that this policy is successfully implemented.

6. GPDR

Any collection of personal data will be processed in line with the General Data Protection Regulations and Data Protection Act 2018. Any queries regarding this should be addressed to the Secretary at the club address or emailed to heatoncricket@outlook.com.

7. Related policy and strategies

- Code of Conduct