

Cleckheaton Sports Club

Complaints Procedure

Cleckheaton Sports Club is committed to providing a safe, satisfactory, consistent and accessible service to members and visitors.

Although the Club aims to provide high quality services for everyone we accept that sometimes things may go wrong: in such circumstances, we are keen to put them right.

Usually it should be possible to resolve any problems as soon as they occur. Please speak to a club representative as soon as an issue arises. This club representative may be a team captain or coach, committee member or member of bar staff. If the matter is not resolved then you should follow the formal complaints procedure set out below.

Stage One

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation you should put your complaint, in writing, to Secretary of the relevant Section or, in the event of it being a Club matter, to the Club's Vice Chairman. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The matter will be investigated within 15 working days. If there is any delay you will be advised of the reasons. You will be kept up to date with what is happening and you will be given a full reply.

Stage Two

If you are not satisfied with the outcome you can refer the matter to the Club's Executive Committee. Please put your complaint in writing to the Club's Secretary. The Executive Committee will appoint one or more Investigators.

The Investigators will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 21 working days. If there is any delay you will be advised of the reasons. You will be kept up to date with what is happening.

The Investigators will provide a report to the Executive Committee outlining how the complaint was investigated and detailing their findings and recommendations.

The Executive Committee will consider this report and decide upon an outcome. The Club Secretary will send you a letter informing you of the outcome within four weeks