

Complaints Procedure

Letchworth Garden City Rugby Football Club (the “Club”) aims to run all aspects of the club efficiently and to as high a standard as possible. We always welcome comments or suggestions which could help us to improve our Club. This procedure has been created to allow the Club members to raise issues which they feel will help the Club move forward.

The Club is organised and run by volunteers and we are aware that difficulties can occur from time to time and these can affect the quality of provision we offer our members. As a result of these difficulties you may feel you wish to complain if:

- You feel we have done something wrong;
- We fail to do something we said we would do; or
- A member or visitor has not been treated courteously or efficiently by a Club official, Club member or representative from the bar or catering staff.

As a members club, organised and run by volunteers we would ask that if you feel you need to make a complaint you reflect on the nature of the complaint in the context in which we operate.

If you want to move forward with a complaint, the complaints procedure has 3 stages:

Stage 1

In the majority of cases most complaints can be dealt with through a direct informal conversation with the appropriate Club official, team coach, bar or catering manager. Remember, after raising your concerns the Club needs to be given reasonable time to implement any outcomes of your informal discussion. This should be agreed during this informal conversation.

Stage 2

If having raised a matter and you feel the Club has not progressed the matter to a suitable outcome you can contact the Club Welfare Officer (see contact details below). To help the Club Welfare Officer deal with your complaint, you will need to write down clearly and precisely the nature of your complaint. The Club Welfare Officer will arrange for the complaint to be investigated and within 14 days of receipt of your complaint he/she will advise you on the outcome/solution or details of what will be done in response to your complaint.

Any matters raised as part of a Stage 2 complaint will be dealt with privately and confidentially and it will be expected that with the exception of the Club chair, only parties with a working knowledge of the complaint will be directly involved. When stage 2 has been completed it is expected the matter will not be discussed or shared with other members of the Club.

Stage 3

If we have failed to resolve your complaint, you will need to write to the Club Welfare Officer detailing your concerns. This, if it is felt appropriate by the Club Welfare Office, will then be escalated to the Executive Committee for an independent determination. You will be informed of any outcome or action taken.