



## **Complaints Policy**

### **Bradfield College Golf Club, BCL**

#### **1. Policy Statement**

At Bradfield College Golf Club, we are committed to providing a high-quality service to all our members, students, staff, and stakeholders. We value feedback and view complaints as an opportunity to learn and improve. This policy outlines how individuals can raise complaints and how we will handle them.

#### **2. Purpose**

The purpose of this policy is to:

- Ensure complaints are handled fairly, consistently, and wherever possible, resolved to the complainant's satisfaction.
- Provide a clear procedure for submitting and managing complaints.
- Promote continuous improvement of our facilities and services.

#### **3. Scope**

This policy applies to all:

- Members and users of the sports complex
- Visitors and event participants
- Employees, contractors, and volunteers

It covers complaints related to:

- Facilities (e.g., cleanliness, maintenance)
- Quality of service
- Service provision
- Staff behaviour and service
- Scheduling or booking issues
- Safety or accessibility concerns
- Breach of policies or procedures

#### 4. What Is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the services provided by Bradfield College Golf Club.

#### 5. How to Make a Complaint

Complaints can be made in one of the following ways:

- **In person:** Speak to the Greenkeepers or Bradfield Sports Complex Reception Staff.
- **By email:** [akean@bradfieldcollege.org.uk](mailto:akean@bradfieldcollege.org.uk)
- **In writing:** Submit a written complaint to the Sports Complex Reception or mail to: Golf Course Club Manager, Bradfield College Sports Complex, Bradfield, Berkshire, RG7 6BZ

Complaints should be made within 30 days of the incident wherever possible.

#### 6. Information to Include

To help us deal with your complaint efficiently, please provide:

- Your name and contact details
- A clear description of your complaint
- When and where the incident occurred
- Names of any staff involved (if known)
- Any relevant supporting documents or evidence

#### 7. Complaint Handling Procedure

##### 1. Acknowledgment

Complaints will be acknowledged within **3 working days** of receipt. For reference a working day is defined as Monday – Friday (9am to 5pm) excluding Bank Holidays.

##### 2. Investigation

The appropriate manager will investigate the complaint. This may involve reviewing records, speaking with staff and/or the complainant.

##### 3. Response

A formal written response will typically be provided within **15 working days**. If more time is needed, the complainant will be informed of the delay and the expected resolution date.

#### **4. Appeals**

If the complainant is not satisfied, they may appeal the decision. Appeals should be submitted within **7 days** of the initial response. A senior manager will review the appeal and respond within **10 working days**.

#### **8. Confidentiality**

All complaints will be handled sensitively. Information will be shared only with those directly involved in the complaint and its resolution.

#### **9. Record-Keeping**

All complaints and their outcomes will be recorded and securely stored for internal review and improvement. Anonymous data may be used to track trends and improve services.

#### **10. Monitoring and Review**

This policy will be reviewed annually or sooner, if necessary, in light of feedback or changes in legislation or operations.

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