

Complaints Policy

Date of last review **22nd January 2026**

Date of next review **22nd January 2027**

1.0 Introduction and Purpose

1.1 The purpose of this policy is to define the procedures that Members of Lacey Green and Loosely Row Sports and Social Club Committee (the Committee) will adopt on receipt of a complaint.

2.0 Fairness and Transparency

2.1 Throughout the process the Committee aims to handle all complaints fairly, transparently and promptly.

3.0 Minor Complaints

3.1 The aim will always be to handle complaints informally wherever possible.

3.2 Minor complaints, such as issues with the hall facilities, can be received by any Member and it is then that Member's responsibility to pass them on to the person best placed to resolve them.

3.3 Nominated Members have the authority to spend up to £200 on minor repairs/replacements without the requirement to get formal Committee approval. In many instances this is all that is required.

3.4 In the event that the issue requires a large expenditure or is of a nature that cannot be resolved at an individual level then it will be added to the agenda of the next Committee meeting and a decision made by Committee.

3.5 In emergency situations the Chairman has delegated authority to resolve a minor complaint.

4.0 Formal Complaints

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- 4.1 In the event that residents or hirers of the hall feel it necessary to make a formal complaint about an area of Sports Club policy or process then they should make this in writing, which includes by email, to the Chairman.
- 4.2 The Chairman will acknowledge receipt of the complaint within 7 days of receipt (unless away from home) and may decide to meet with the complainant to discuss the matter further.
- 4.3 The Chairman will, in conjunction with 3 members appointed by the Committee, carry out a full investigation and present the results and recommendations at the next Committee meeting.
- 4.4 The Committee will discuss and reach a majority decision by a show of hands and the result will be recorded in the minutes.
- 4.5 The Chairman will respond to the complainant based on the outcome of the vote.

5.0 Appeals

- 5.1 Any appeals must be made in writing to the whole Committee and sent via the Secretary. They must contain full details of any additional information that the complainant would like the Committee to consider
- 5.2 The Committee will consider the appeal and inform the complainant of the Committee's decision

6.0 Serial, Persistent, Malicious or Vexatious Complaints

- 6.1 Unfortunately, in a small minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the volunteer Committee members.
- 6.2 In such cases, the Committee will follow any professional advice but reserve the right to close the complaint and cease any further communication.

7.0 Monitoring and Review

- 7.1 All formal complaints are logged by the Secretary, recorded in the minutes and used to inform the improvement cycle of the Committee.

Approval

This policy has been approved by the Council at its meeting on 22nd January 2026

Date for next review: 22nd January 2027