

# TRINITY OXFORD NETBALL

## COMPLAINTS POLICY

### POLICY STATEMENT

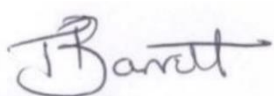
It is the policy of Trinity Oxford Netball Club to take seriously all complaints received from members of the public and service users. All complaints will be reviewed and followed up by an investigation when required.

Trinity Oxford Netball Club is committed to providing a high standard and continually strives to meet member expectations. From time-to-time things can go wrong or are perceived by others to have gone wrong. When this happens, we will:

- Treat the complaint and the complainant with respect and dignity and deal with them fairly and sympathetically
- Deal with the complaint swiftly, thoroughly, impartially and confidentially
- Adopt a positive approach by using the complaint as an opportunity to take actions to improve the service we provide
- Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed

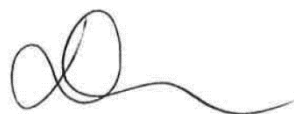
### COMPLAINTS PROCESS

1. To make a complaint, detail your concern in writing and send via email to [trinitynetball@hotmail.com](mailto:trinitynetball@hotmail.com) or via your coach/volunteer/club representative
2. The club member first contacted with the complaint is responsible for bringing this to the attention of the committee
3. Most comments and complaints can be dealt with and resolved quickly at the initial point of contact informally. The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service delivery as possible. Any Club volunteer can deal with a complaint at this stage
4. Should the complaint be more complex, or investigation required this will be handled by the committee who will review the issue, determine the appropriate course of action, to include a written response and informing the club member who it concerns
5. If the complainant is dissatisfied with the response given, they can request a review of the complaint and investigation by a senior member of Trinity Oxford Netball Club Committee



Teresa Barret, Chair/President

09/07/2021



Lisa Smith, Club Manager/Secretary

09/07/2021