

APPENDIX D (Complaints Policy)

Policies

Gillingham, Mere & Shaftesbury Lions Club endeavours to ensure that the events, services and activities provided are satisfactory and achieve the desired result. However, it is recognised that there may be occasions when members, volunteers, participants, supporters, sponsors or public attendees may feel that an activity falls short of what might reasonably have been expected. It is the policy of Gillingham, Mere & Shaftesbury Lions Club that a complaint is regarded as positive feedback that presents an opportunity to improve.

The Club will provide a complaints procedure and ensure that Gillingham, Mere & Shaftesbury Lions Club members know what to do if a complaint is received, as often, a complaint can be dealt with as it arises, as there is frequently a simple solution.

The Club has established a process to ensure that complaints are investigated fairly, in a timely fashion and provide a response to the complainant if required to confirm that the matter has been resolved.

All complaint information will be handled sensitively, confidentially and following any relevant data protection requirements.

Definitions

A 'complaint' is defined as an expression of perceived or actual dissatisfaction and requiring a response.

Implementation

Gillingham, Mere & Shaftesbury Lions Club has established a procedure to be adopted when a complaint arises that includes written recording, investigation, resolution, procedural amendment, training and auditing.

An appointed Club Director/Trustee will investigate all complaints.

A verbal complaint received by a club member is to be recorded in the Complaints Register.

A verbal complaint requiring an immediate response should be brought to the attention of the activity organiser for resolution.

Club members will not generally be expected to deal with complaints. However, if the nature of the complaint reflects a general day-to-day concern that can be easily rectified then it may be appropriate to resolve the issue there and then, followed by an entry into the Complaint Register.

A verbal complaint not requiring immediate attention or a written complaint to the Club is to be recorded in the Complaints Register. The complaint will be reviewed by a Club Director/Trustee who will report their findings to the next Club Directors/Trustee meeting. Where appropriate action will be agreed as soon as possible.

The Risk Register will be reviewed at Club Directors/Trustee meeting and in general, agreed action and responses will be final.

Responsibilities

The President is responsible for including the Risk Register review in the agenda of the Club Directors/Trustees meeting and for appointing a Director/Trustee to investigate complaints.

The Secretary is responsible for maintaining the Complaints Register.

Appointed Directors/Trustees are responsible for investigating specific complaints and recommending responses and improvement action to the Directors/Trustees meeting.

All Club members are responsible for ensuring that received complaints are **dealt with** as detailed above.