**Complaints and Grievance Policy Template**

**This is a sample Complaints and Grievance Policy that a Club could use. Please ensure that you update the unfinished sections with relevant details from your Club.**

Complaints and Grievance Policy

We always try to deliver our club to a high standard and encourage and welcome feedback especially when something does not meet your expectations.  We understand that complaints can act as valuable feedback and if taken on board and responded to positively will improve the experience of others when dealing with our club.

**PROCEDURE**

If you have a complaint then in the first instance please contact the following:

e.g.

* Membership – contact <Insert details>
* Website – contact <Insert Details>
* Multiples group – contact <Insert details>

When we receive your complaint, we will acknowledge it immediately and try to respond straight away.  In some circumstances, we will need to gain additional information which means we will not be able to reply immediately.  If this is the case, then we will tell you at the time and explain why there is a delay.

SIGNED: Chair

Date: