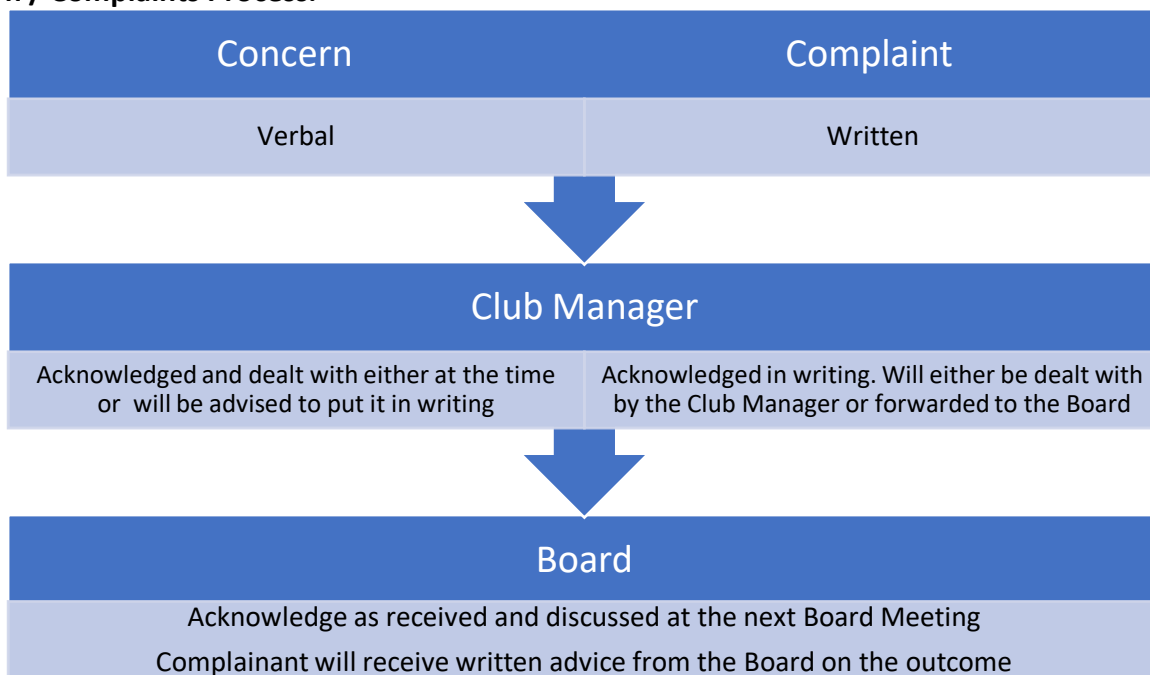


Concern & Complaints Policy & Process

Purpose:

- To ensure members and guests of Greenacres Golf Club enjoy the game of golf in a pleasant and friendly environment. All members will know and understand the process for dealing with complaints.
- Members will uphold the values of our Club (**B.E.S.T.**)
 - Belief in an open, honest, inclusive, and fair play environment
 - Enjoy a supportive atmosphere working together to achieve success
 - Strive for continuous and innovative improvement
 - Trust and Respect, in the Club, its heritage and future directions

Concern / Complaints Process:



Members responsibility:

- To be respectful towards others **at all times** during this process.
- A calm, polite and reasonable approach is expected regardless of provocation. (No verbal or physical intimidation or bullying will be tolerated).
- To deal with any issues through the correct channels.
- To maintain confidentiality if required and reasonable.
- **ANY** complaints regarding staff **MUST** go through the Club Manager. However, if the complaint is against the Club Manager then it must go to a Board Member.

Board Response:

The Board shall follow the procedures set out below:

- Written acknowledgement will be given to the member that the complaint has been received.
- If the complainant is a Board member they are not entitled to be part of the Board for the purpose of hearing and responding to the complaint.
- The Club Manager’s role is limited to providing a report or acting as a witness.
- Review any written complaints at the next Board Meeting.
- Where necessary investigate the complaint further.
- After the meeting reply to the complainant in writing what the outcome is, either a conclusion or that further investigation is required before the outcome can be advised.

The Board may take further action and allow the member a reasonable opportunity to be heard on the matter and/or provide a written response.

- Any investigation undertaken by the Board will be conducted in a fair manner.
- The Board shall give written reasons for its decision.
- Any Board decision in relation to a complaint shall, subject to any appeal, be final.

Policy Reviewed – Every 3 years

Date Implemented	Date of Last Change	Next Review Date	Policy Approval Date
November 2020		November 2023	