

## Compliments, Concerns & Complaints Policy

### 1. POLICY STATEMENT

- 1.1 It is the policy of Magic Netball Club to take seriously all complaints received from members of the public and service users.
- 1.2 All complaints will be reviewed and followed up by an investigation when required. Where the complainant does not wish to provide their contact details, the complaint will still be processed, and an investigation will take place where enough evidence is available to substantiate the complaint.
- 1.3 Magic 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
- 1.4 Any Club volunteer or member of the Coaching staff at Magic Netball Club may receive a comment, compliment or complaint. Any comments, compliments or complaints should be forwarded to the Club Secretary at [secretary@magicnetball.co.uk](mailto:secretary@magicnetball.co.uk). It is the responsibility of the Club Secretary, Co-Chairs and/or Legal & Disciplinary Officer to decide if a comment, compliment or complaint requires any further action. This may include a written response and informing the club volunteer who it concerns.

### 2. DEFINITION

- 2.1 This policy is intended to contribute to the effective and efficient operation of Magic Netball Club, by providing a means of receiving comments, compliments, concerns and complaints from service users.
- 2.2 A **comment** or feedback is a suggestion or observation regarding services provided or a gap in service.
- 2.3 A **compliment** is a positive remark about a service or an individual.
- 2.4 A **concern** is an expression of worry or doubt over an issue considered to be important for which reassurances are sought.
- 2.5 A **complaint** is an expression of dissatisfaction about the actions, decisions or apparent failings in the service provided.

### 3. GENERAL PRINCIPLES

- 3.1 Provide a consistent approach when dealing with comments, compliments, concerns and complaints.
- 3.2 Provide a system whereby concerns and complaints can be dealt with promptly, fairly, politely and with understanding in all aspects of the service provision.
- 3.3 Provide a confidential system that service users and volunteers have confidence in.
- 3.4 Provide a standard, auditable and traceable process for the Club.
- 3.5 Encourage Club volunteers to have a positive attitude towards comments, compliments, concerns and complaints received from service users or the public.
- 3.6 Provide a means of collecting comments, concerns or complaints about Magic Netball Club, so that improvements can be made.
- 3.7 Each complaint or comment will be allocated a unique reference number and records maintained in accordance with data protection laws.
- 3.8 When representing the Club every act of Club volunteers will reflect upon the Club, good or bad.
- 3.9 Every Club volunteer should be prepared to receive comments, compliments, concerns or complaints regarding the level of service Magic Netball Club is providing. The initial contact is important and will set the tone for how the service user feels they have been treated by the Club.
- 3.10 For more information on dealing with feedback, complaints or comments please see Section 5 of this policy – dealing with complaints and comments.

### 4. HOW TO RAISE A CONCERN OR COMPLAINT

- 4.1 Magic Netball Club deals with all users in a fair and equitable manner.
- 4.2 Comments, compliments, concerns and complaints can be submitted by:
  - Sending an email to [secretary@magicnetball.co.uk](mailto:secretary@magicnetball.co.uk)
  - If your concern or complaint is of a safeguarding nature, this should also be copied to the Club's Safeguarding Officer at [safeguarding@magicnetball.co.uk](mailto:safeguarding@magicnetball.co.uk).
  - Using the complaints and feedback form which is attached to this policy or available on the Club website and either handing a paper copy to a Club Volunteer or by email to [secretary@magicnetball.co.uk](mailto:secretary@magicnetball.co.uk).
- 4.3 It is important for Magic Netball Club volunteers to recognise the variety of contact methods available, as each person's abilities and needs may vary.

- 4.4 The person first contacted by the service user with a comment or complaint is responsible for ensuring the matter is brought to the attention of the Club Secretary, who will then follow the procedure outlined in this policy.
- 4.5 **Unacceptable actions/aggressive behaviour** – whilst fully supporting the right to complain, we expect our Club volunteers to always be treated courteously. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards our Club volunteers, all direct contact with the complainant will cease and the behaviour may be reported to the police.

## 5. DEALING WITH COMMENTS, COMPLIMENTS, CONCERNS & COMPLAINTS

### *Comments and Compliments*

- 5.1 Any Club volunteer may receive a comment or a compliment. These should be forwarded by the Club Secretary onto the volunteer and filed appropriately.
- 5.2 It is the responsibility of the Club Secretary (and if necessary, Co-Chairs) to decide if a comment requires any further action. This may include a written response and informing the volunteer or staff member who it concerns.

### *Concerns & Complaints*

#### **5.3 Stage 1 - Informal Resolution**

- Most concerns 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 concern or complaint at this stage, though the Club Secretary should be notified.

#### **5.4 Stage 2 – Complaint Investigated by Legal & Disciplinary Officer (or other Committee Member)**

- Where it has not been possible to achieve resolution under stage 1 or the complaint is more complex and requires detailed investigation, the complaint will be handled under Stage 2 of the process.
- A Stage 2 investigation aims to establish all the facts relevant to the points made in the complaint and to give the complainant a full, objective proportionate response.
- Where a complaint is made under stage 2, a complaint form should be completed and sent to the Club email. A complaint form is attached in Appendix A.
- The Legal & Disciplinary Officer (or another Magic Netball Club Committee Member) will be nominated to deal with the complaint and lead the investigation.

- The following timescales apply under stage 2 of the complaint procedure:
  - A formal acknowledgement of the complaint will be sent within **7** days.
  - A full reply will be provided after an investigation within **30** days.
  - If a full response cannot be provided within the time set out above due to a more complex investigation, an update will be provided with an expected completion date.
- If the complainant is dissatisfied with the response given under Stage 2, they can appeal the outcome. This will result in a Stage 3 review of the complaint and investigation by a panel of three members of the Magic Netball Club Committee.

### **5.3 Stage 3 – Complaint and investigation reviewed Magic Netball Club Panel**

- Where the complainant remains dissatisfied with the response provided under Stage 2 of the Complaints Procedure, they can request a review of the complaint and investigation.
- A request for an appeal should be submitted within 7 days of the outcome letter being received.
- Stage 3 of the Complaints Procedure involves panel of three members of the Magic Club Committee conducting a review of the stage 2 investigation and the response provided. To ensure impartiality, the panel members will have not been involved investigation at Stage 2.
- The following timescales apply under stage 3 of the complaints procedure:
  - A formal acknowledgement of the review under Stage 3 will be sent within **14** days.
  - A response will be provided after the review has been completed within **7** days.
  - If a full response cannot be provided within the time set out above due to a more complex review, an update will be provided with an expected completion date of the review under Stage 3.
- Where a complainant has exhausted the complaints procedure and continues to dispute the outcome of their complaint, they will be advised that no further discussion will take place on this issue, unless they can provide new information relating to the complaint.

## **6. REVIEW**

- 6.1 The policy is designed to allow the use of feedback from Magic Netball Club users with the aim of improving the service we deliver.
- 6.2 The Magic Netball Club Committee will review the information gathered from comments, compliments, concerns and complaints and will consider whether any processes could be improved.
- 6.3 This policy will be reviewed within a specified period as deemed appropriate by the Club Committee, but at least every 2 years. A review may be undertaken of any part of the process, at the discretion of the Club Committee.

## Appendix A

MAGIC NETBALL CLUB - COMPLAINT OR FEEDBACK FORM				
<p>If you have a complaint or feedback regarding Magic Netball Club policies, practice, decisions or service, please complete this form and email this to <a href="mailto:secretary@magicnetball.co.uk">secretary@magicnetball.co.uk</a> <i>If your concern or complaint is of a safeguarding nature, this should also be copied to the Club's Safeguarding Officer at <a href="mailto:safeguarding@magicnetball.co.uk">safeguarding@magicnetball.co.uk</a></i></p> <p>Paper copies can also be handed to any Club volunteer.</p> <p>All personal information will be held confidentially and securely, in accordance with data protection laws.</p>				
Name				
Address				
Email Address		Mobile Number		
Please give details of your complaint or feedback				
Is this a safeguarding concern/complaint?	Yes		No	
What actions, if any, have been taken to resolve your complaint?				
What is your desired outcome?				
How would you prefer to be contacted?				
Email		Phone		Letter