

EAST WAVERTREE AND CHILDWALL COMMUNITY ASSOCIATION (EWCCA)

Charity No.505664
129a Dunbabin Road
Liverpool
L16 7QQ
Tel: 0151 722 3455

COMPLAINT POLICY AND PROCEDURE

We treat as a complaint any expression of dissatisfaction with any person or aspect of the facilities provided by EWCCA. We will listen to your comments, treat them seriously and learn from them so that we can continuously improve our procedures.

You can be expected to be treated with courtesy, respect and fairness at all times. However, we also expect that you treat anyone who deals with your complaint with the same courtesy, respect and fairness. Threatening, abusive or unreasonable behaviour by any complainant will not be tolerated.

HOW TO MAKE A COMPLAINT

You can make a complaint in several ways:

- For minor issues - verbally to the Complaints Officer of the relevant section
- For more serious issues, in writing and handed to the Complaints Officer of the relevant section.

PROCEDURE FOR HANDLING COMPLAINTS

We will treat your complaint in confidence within The EWCCA and in line with our privacy policy under the General Data Protection Regulations 2018.

- We will record your written complaint and deal with your complaint as promptly as possible.
- If a verbal complaint is made about a minor issue, we will try to resolve the problem as informally as possible.
- More serious complaints will need to be made in writing.
- We will acknowledge receipt of a written complaint or a request for an appeal, within 7 days and you can expect to have a reply within 30 days.

There will be 2 stages to handling your complaint:

Stage 1 When your complaint is received by the Complaints Officer, it will be presented to the Committee of the appropriate section who will try to resolve the problem and make a response.

Stage 2 If you are dissatisfied with the response at Stage 1 you may make an appeal. This will be presented to the Committee of the Association through the Chairman.

Complaints Officers are:

Tennis Section: Graham Lea

Bowls Section: Pat Deane

EWCCA (for complaints and appeals): Mike Darling

COMPLAINTS OFFICER HANDLING PROCEDURE GUIDELINES

1. **Listen to the complaint.** Accept ownership of the problem. Apologise, don't blame others. Thank the complainant for bringing the problem to the attention of the Section/Association.
2. **Be understanding.** Remember the person is complaining about some aspect of the Section/Association, not about you personally. Be calm, cheerful and helpful.
3. **Make sure you have all the facts.** Check that you understand the details while the person is making the complaint and ask questions if necessary. This will also let them know that you are taking their complaint seriously.
4. **Discuss options for fixing the problem.**
5. **Keep your promises.** Don't promise things you can't deliver.
6. **Be quick.** If complaints take too long to resolve or are forgotten, they may escalate.
7. **Record the complaint.** Make sure the complaint is recorded at the relevant meeting.

NOTE: If the complaint is about the Complaints Officer, the complainant should take his/her complaint to the Chair of the relevant committee. If the complaint is about a member of the relevant committee, that person will be excluded from the meeting when the complaint is discussed.