



## HSFC COMPLAINTS PROCEDURE

### **Our Approach**

We aim to resolve concerns quickly, fairly, and informally wherever possible. Most issues can be resolved by speaking directly to a member of staff.

### **Raising a Concern**

If you have a concern or complaint, please:

- Speak to a member of staff or the Club Manager in the first instance; or
- Put your concern in writing (email or letter) to the Club Manager

The Club Manager will aim to resolve the issue promptly and will respond within a reasonable timeframe.

### **If the Issue is not resolved**

If you are not satisfied with the response, you may refer the matter in writing to the Chair of the Club at [HSFCChair@outlook.com](mailto:HSFCChair@outlook.com)

The Chair will:

- Review the complaint independently
- Make any necessary enquiries
- Provide a written response with their findings

The Chair's decision will be final.

### **Conduct and Respect**

We ask that all concerns be raised respectfully. The club will not tolerate abusive behaviour towards staff, volunteers, or members.

### **Confidentiality**

Complaints will be handled sensitively and shared only where necessary to resolve the issue.

### **Learning and Improvement**

We will keep a record of complaints to help improve the club's facilities, services, and member experience.

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*Approved by: HSFC Board*

*Date: [Insert Date]*

*Review Date: [Insert Date]*