

## **Member Feedback and Complaints Process**

### **1. Purpose**

Neyland Yacht Club is committed to providing a positive experience for all members and visitors.

This procedure enables members to provide feedback, raise concerns, or make formal complaints in a fair, transparent, and timely manner.

The aims of this process are to:

- Encourage constructive member feedback.
- Ensure complaints are handled consistently and fairly.
- Identify opportunities for improvement.
- Maintain records and accountability.
- Ensure appropriate oversight by the Committee.

### **2. Point of Contact**

All feedback, concerns, and complaints should be directed to the Club Secretary ([info@neylandyachtclub.co.uk](mailto:info@neylandyachtclub.co.uk))

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Postal Address: \_\_\_\_\_

If a complaint concerns the designated contact person, the matter should be submitted directly to the Commodore or Committee Chair.

### **3. Submitting Feedback or a Complaint**

Members may submit feedback or complaints by:

- Completing a Member Feedback and Complaint Form.
- Emailing the designated point of contact.
- Submitting a written letter.
- Completing an online form (where available).

Anonymous submissions may be considered, but the Club may be unable to investigate matters fully without contact details.

### **4. Procedure**

#### **Stage 1: Acknowledgement**

The Club will:

- Acknowledge receipt within **5 working days**.
- Record the matter in the Feedback and Complaints Register.
- Allocate responsibility for review and investigation.

### **Stage 2: Review and Investigation**

The Club will:

- Gather relevant information.
- Speak to parties involved where necessary.
- Review supporting documentation.
- Consider any Club rules, policies, or procedures that apply.

### **Stage 3: Response**

The Club will provide a written response within:

- **28 working days** of acknowledgement wherever possible.

If additional time is required, the member will be informed and provided with an updated timescale.

### **Stage 4: Escalation**

Where a member is dissatisfied with the outcome, they may request a review by the Flag Officers within **14 days** of receiving the response.

For operational complaints the Committee's decision will be final. For constitutional matters such as suspension, expulsion or membership refusal, this matter may be escalated to a members general meeting appeal.

## **5. Recording and Monitoring**

The Club Secretary shall maintain a confidential Feedback and Complaints Register containing:

- Reference number.
- Date received.
- Member details.
- Nature of matter raised.
- Assigned officer.
- Actions taken.
- Outcome.
- Date closed.

All records shall be retained in accordance with the Club's data protection and record retention requirements.

## 6. Reporting to the Committee

The Club Secretary shall provide regular reports to the Management Committee, including:

- Number of feedback submissions received.
- Number of complaints received.
- Categories of issues raised.
- Status of open matters.
- Emerging trends or recurring concerns.
- Recommendations for improvement.

Personal information will be anonymised where appropriate.

## 7. Closing a Matter

A matter may be formally closed when:

- The investigation is complete.
- A written outcome has been provided.
- Any agreed actions have been implemented or scheduled.
- Any appeal or review process has concluded.

The closure date and outcome shall be recorded in the Feedback and Complaints Register.

Members will receive written confirmation that the matter has been closed.

## 8. Continuous Improvement

The Committee will review feedback and complaints regularly to:

- Improve member experience.
- Enhance Club facilities and services.
- Reduce recurring issues.
- Inform policy and procedural changes.

### Complaint Handling Timeframes

| Stage | Action                                                                       | Responsibility                        | Timeframe                                  |
|-------|------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------|
| 1     | Complaint received, recorded in the Feedback and Complaints Register         | Club Secretary                        | Within 2 working days of receipt           |
| 2     | Written acknowledgement sent to complainant                                  | Club Secretary                        | Within 5 working days of receipt           |
| 3     | Initial review completed by investigating officer or sub-committee appointed | Club Secretary / Management Committee | Within 10 working days of receipt          |
| 4     | Investigation undertaken and findings prepared                               | Investigating Officer / Sub-Committee | Normally within 20 working days of receipt |

|    |                                                                          |                                                                        |                                               |
|----|--------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------|
| 5  | Decision reached and written outcome issued                              | Club Secretary                                                         | Normally within 28 calendar days of receipt   |
| 6  | If additional time is required, complainant advised of revised timescale | Club Secretary                                                         | Before the 28-day target is exceeded          |
| 7  | Request for review or appeal submitted                                   | Complainant                                                            | Within 14 days of receiving the outcome       |
| 8  | Appeal or review considered                                              | Management Committee - operational<br>General Meeting - constitutional | Normally within 28 days of receipt of appeal  |
| 9  | Final decision communicated in writing                                   | Club Secretary                                                         | Within 5 working days of appeal determination |
| 10 | Matter formally closed and closure recorded in the Register              | Club Secretary                                                         | Within 5 working days of final decision       |