

## Royal Caledonian Curling Club - Complaints Policy

The RCCC aims to provide the highest possible standard of service to our members and volunteers in the sport of curling. We recognise that there may unfortunately be occasions when we do not meet up to your expectations. When this happens it is important that we try to resolve the issue quickly and equitably. An important part of our policy is that all complaints you may have about our services are thoroughly investigated and remedial actions taken where required and any lessons learned are recorded for the benefit and development of the organisation and the sport.

If you are unhappy with any aspect of our service, please tell us, so we can act upon your comments. By letting us know, you can help us to improve our service.

### Complaints Procedure

If you have a complaint, please be aware that the RCCC has three distinct stages within our complaints procedure. All complaints should begin at Stage One.

#### Stage

1. Any complaint should be made either in person, by telephone or by letter to the most appropriate member of staff at your earliest opportunity. He or she is best placed to deal with and resolve your complaint quickly. If you do not know who this person should be you can write to the Chief Executive Officer (CEO) who will delegate the matter appropriately. If you are unhappy with the response you receive at stage one, then you can move the complaint on to stage two.
2. Your complaint should now be made in writing to the CEO. If your complaint involves the CEO then you should write to the Chairman instead. Stage Two complaints will be acknowledged within 5 working days. If it is going to take longer to resolve your complaint we will let you know how long it may take us to respond more fully. The process will require the CEO to investigate the issue(s) impartially and receive statements where required. The CEO may need to consult policies and procedures and may need to seek advice from specialists, depending on the nature of the complaint. A written response will be provided to you. If you are not satisfied with the response you receive then you should move to the final stage, stage three.
3. The third stage is the final opportunity for complaints to be heard in the RCCC. At this stage a complaint should be directed to the RCCC's President at the head office. The President will review the complaint, the evidence gathered and the process followed thus far. A written response will be provided to all involved.

We hope that these steps will allow us to satisfactorily answer any issues or complaint that may be raised, however, we acknowledge that the steps may not give you the resolution that you desire but we believe that this process will allow us to resolve any problems with our services.

Please note that the RCCC's Board of Directors does not have a place in the complaints procedure and they will not be directly involved in any investigation or correspondence.

The RCCC will respect the privacy of the person or persons involved and will treat matters with the respect and confidentiality that is appropriate to each case.

**Should your complaint raise a matter that needs to be dealt with through our formal disciplinary procedures, you will be informed and given the relevant details that apply to you.**