Handling Complaints Policy

A guide to our Complaints Procedure

Hertfordshire Golf Limited (the Company) takes all concerns and complaints seriously as they provide us with opportunities to improve and maintain the high standards we strive to achieve.

We recognise that we sometimes get things wrong. Your feedback will help us to resolve mistakes faster and learn how we can do things better to improve quality and customer satisfaction.

This policy does not cover Safeguarding or Harassment complaints - please refer to the relevant policy.

What is a complaint?

Hertfordshire Golf defines a complaint as "an expression of discontent by a person or persons receiving a service from the company that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided".

Complaints regarding competitions and other golfing activities are further defined as "an expression of dissatisfaction at any aspect of Hertfordshire Golf's activities including administrative practices or procedures and acts carried out by third party suppliers".

Who can raise a complaint?

The complaints procedure outlined in this policy is available to those who use any Hertfordshire Golf service including volunteers, participants and third parties affected by our activities.

How to make a complaint

You should share your concerns or register a complaint to the County Secretary or another Company official when you are dissatisfied with any aspect of Hertfordshire Golf's services or activities.

This can be done using your preferred method and format of communication. Full contact information is available on the website.

What will happen after I complain?

Hertfordshire Golf will acknowledge your complaint within five working days of receipt. We will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, Hertfordshire Golf will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. There may however be occasions when Hertfordshire Golf cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances Hertfordshire Golf's Safeguarding Policy will take precedence over this Complaints Policy and any relevant information will be shared with others concerned in the safety and welfare of service users.

We will handle information in line with the Data Protection Act and General Data Protection Regulations.

Further help with your complaint

You may seek support from a relative, friend or advocate. Hertfordshire Golf staff will assist you should you need help or advice in order to make your complaint. Hertfordshire Golf will also arrange appropriate support to ensure equal access to this Policy for all.

If you are not satisfied with the response to you complain you may appeal to the Chair of the Board or, if the complaint is about the Chair, another Director of the Company.

The overall responsibility for this policy lies with the Board.

Responsible Person: Chair
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