

FORMAL & INFORMAL COMPLAINTS PROCEDURE

INTRODUCTION

Monifieth Golf Links is managed by a Board of Directors represented by elected officials from our 4 members – Grange and Broughty Golf Club, Monifieth Golf Club, Ladies Panmure Golf Club and Angus Council. As customers of Monifieth Golf Links, Season Ticket Holders have agreed to and are subject to Terms & Conditions as approved by the MGL Board of Directors and laid down.

Monifieth Golf Links Ltd is committed to providing a quality service for its Season Ticket Holders, visitors and guests alike and working in an open and transparent way that builds the trust and respect of all our customers. One of the ways in which we can continue to improve our service is by listening and responding to customer views and in particular by responding to genuine complaints and putting mistakes right if they have occurred

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and when appropriate, confidentially
- We respond in the right way- for example, with an explanation as to why we have reached a conclusion, or an apology where we may have got things wrong, or information on any action taken
- We learn from genuine complaints, use them to improve our service and review our complaints policy and procedures regularly.

INFORMAL COMPLAINTS

We recognise that many concerns will be raised informally and can be dealt with quickly, often by a simple explanation. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key

- Enable mediation, where appropriate, between both parties.

An informal approach is appropriate where it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the **Formal Complaints Procedure** should be followed.

FORMAL COMPLAINTS PROCEDURE

INTRODUCTION

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and if possible, to the complainant's satisfaction. We aim to:

- Acknowledge the formal complaint in writing
- Respond within 7 days of receipt of a formal complaint
- Deal reasonably and sensitively with the complaint
- Take action where appropriate.

A COMPLAINANT'S RESPONSIBILITY IS TO:

- Bring their complaint politely, in writing, to MGL's attention within 7 days of the issue arising
- Raise concerns promptly, directly and calmly with a member of MGL staff; explain the problem as clearly and as fully as possible, including any action to date
- Allow MGL a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond MGL's control
- Recognise that using bad language or being ill mannered towards MGL staff is unacceptable and may impact negatively on the outcome of the complaint.

CONFIDENTIALITY

- Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and MGL maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it is not possible to maintain confidentiality with each complaint judged on its own merit. Should this be the case, the situation will be explained to the complainant.

FORMAL PROCEDURE

STAGE 1

- In the first instance, if you are unable to resolve the issue informally, you should write to the Managing Secretary so that he/she has the opportunity to put things

right. If your complaint concerns the Managing Secretary you should write formally to the Chair of MGL Board of Directors, if your complaint concerns a member of MGL Board you should write to the individual. If your complaint concerns the Chair of the MGL Board you should write to one of the Angus Council representatives on the MGL Board.

- In all cases, your letter should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.
- You can expect your complaint to be acknowledged within 7 day of receipt. You should get a response and an explanation within 15 working days.

STAGE 2

- If you are not satisfied with the initial response to the complaint then you can write to the Chair of MGL and ask for your complaint and the response to be reviewed. You can expect an acknowledgement to your request within 7 days of receipt and a response within 15 working days.
- MGL's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require to be longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom.

FINAL STAGE

- If you are not satisfied with the subsequent reply from the Chair of MGL then you have the option of writing to one of the Angus Council representatives on the MGL Board stating the reason why you are dissatisfied. You must do this within 10 days of receiving the written response from the Chair of MGL. This is the final stage in the Formal Complaints Procedure and no further avenues are available to pursue.