

# CHEAM FIELDS CLUB

## Compliments, suggestions and complaints policy

### 1. Our Aim

Cheam Fields Club (the Club) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints about our services, its facilities, staff and volunteers.

Where a complaint concerns an alleged or possible breach of the Club's rules, codes of conduct, policies, or is alleged to be or may concern conduct that may be inappropriate, unlawful, unsporting or which could be otherwise unacceptable or detrimental to the general interests of the Club or its reputation, the complaint will be dealt with in accordance with the Club's disciplinary procedures.

Where a complaint concerns the standard of service we provide, or how a decision or policy of the Club has been carried out, it will be dealt with under the procedure for complaints set out in this policy.

The procedure in this policy does not apply to a complaint that is, in substance, a disagreement or dissatisfaction with a decision or policy of the Club.

### 2. Compliments

We are always pleased to hear from individuals who are satisfied with the services we offer.

Compliments may be sent to the Club in writing by email to [cheamfields@gmail.com](mailto:cheamfields@gmail.com) or letter to the club posted or left at the clubhouse at 30 Devon Road Cheam Sutton SM2 7PD.

Compliments received in writing will be acknowledged by, according to the subject of the compliment, the Club Secretary or Chair of the Club, or Secretary or Chair of the relevant section. A copy will be sent to the individual who is the subject of the compliment and mentioned to the relevant committee of the Club.

### **3. Suggestions and feedback**

We welcome all suggestions and feedback from members and visitors on how they consider we can improve the services we provide. Suggestions and feedback received in writing by email to [cheamfields@gmail.com](mailto:cheamfields@gmail.com) or letter to the club posted or left at the clubhouse at 30 Devon Road Cheam Sutton SM2 7PD will be shared with the relevant committee of the Club.

The relevant committee will acknowledge and consider all suggestions and feedback received.

### **4. Complaints**

The procedure for dealing with complaints that fall under the scope of this policy is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

A complaint should be made to the Club in writing (by email to [cheamfields@gmail.com](mailto:cheamfields@gmail.com) or letter to the club posted or left at the clubhouse at 30 Devon Road Cheam Sutton SM2 7PD).

The complaint should be made promptly and at least (save in exceptional circumstances) within 14 days of the issue arising. The complaint should describe the problem as clearly and as fully as possible, including any action taken to date.

The complainant should keep the identity of individuals connected with or identified in the complaint confidential save where they reasonably consider that disclosure to an appropriate person or organisation is necessary.

All complaints will be acknowledged within seven days of receipt by, according to the subject of the complaint, the Club Secretary or Chair of the Club, or Secretary or Chair of the relevant section.

The Club Secretary or Chair of the Club, or Secretary or Chair of the relevant section will be responsible for forwarding the complaint to the committee of the relevant section or to the general committee of the Club if more appropriate. That committee will decide how the complaint will be dealt with having regard to the aim of dealing reasonably, sensitively and (where possible) confidentially with the complaint and taking action where appropriate.

The committee will consider, in the first instance, whether mediation would be appropriate to resolve a complaint and where appropriate, will make arrangements for mediation to try to resolve the complaint.

The committee will respond to the complainant in writing within 28 days of receipt of the complaint, save in exceptional circumstances. A copy of the response will be sent to the Secretary of the Club who will inform the General Committee of the nature of the complaint and response.

Policy adopted by the General Committee of Cheam Fields Club 19 June 2025