

Club Complaints Procedure

Royal Ascot Cricket Club

Everyone who visits Royal Ascot Cricket Club has the right to be treated fairly and with respect. If you are unhappy with the way you or anyone else has been treated - whether you are a member, a guest, a volunteer, a friend, or a family member - you have the right to make a complaint.

The complaints procedure is not to be mistaken for the normal channels of communication and feedback to the Club where you can pass on any comments or ideas about improving any of our services.

A complaint may be about a service that is being provided, the lack of a service provision, the actions of a staff member, a club member, or a third party, decisions taken by the organisation, policy or procedural issues, breaches of Club rules or Codes of Conduct, or a combination of any of these factors.

There are two stages to our complaints procedure. Firstly, you should make your complaint either verbally or in writing to the Club Welfare Officer if the issue involves a child or for anything else to the Secretary of the club.

You must supply a full account of the circumstances giving rise to your complaint including:

- Date and place of incident(s)
- Details of any witnesses
- Names of any others who may have suffered similarly
- Details of any previous complaints about the incident(s) and to whom made
- Any preference for a solution

Secondly, if you are dissatisfied with the outcome or lack of outcome, you must make your complaint in writing, providing all the details abovementioned, to the Chairman, who will convene a meeting of the Club Committee at a suitable time to hear your complaint and the statements of any witnesses or other parties involved.

Every Committee Member will always take your complaint seriously and all attempts will be made to resolve the situation to your satisfaction. At stage two you will receive a written acknowledgement of your complaint, and, after the complaint has been heard by the Club Committee you will be notified of the outcome and the action taken (if appropriate). The Club Committee is the final point of authority within the Club.

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