

Complaints and Queries Policy and Processes

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THE PARKLANGLEY CLUB



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1. Purpose

The Parklangley Club is committed to maintaining a welcoming, inclusive, and respectful environment for all members, staff, volunteers, and visitors. We recognise that concerns may arise from time to time, and we are committed to addressing these fairly, promptly, and constructively through open communication and a resolution-focused approach. For the purposes of this policy, no distinction is made between a query or a complaint; all matters raised will be addressed as a concern through this resolution process.

2. Scope

This policy applies to:

- Members.
- Visitors and guests.
- Staff and contractors.
- Volunteers.

A concern may relate to:

- Club services or facilities.
- Behaviour or conduct of individuals.
- Communication or treatment considered inappropriate or discriminatory.
- Decisions made by Club officials, such as umpires, section reps or tournament Marshalls.

Examples of a concern include:

- A. Club services or facilities - e.g. a member reporting showers not working, a guest raising a concern about cleanliness in changing rooms, or a member querying why gym equipment is unavailable.
- B. Behaviour or conduct of individuals - e.g. a player complaining about unsporting behaviour, a visitor raising a concern about staff being dismissive, or a volunteer querying repeated lateness of another volunteer.
- C. Communication or treatment considered inappropriate or discriminatory - e.g. a member feeling they were spoken to disrespectfully, a query about unequal communication across groups, or concern that language in correspondence could be seen as discriminatory.
- D. Decisions made by Club officials, such as umpires, section reps or tournament Marshalls - e.g. a player querying an umpire's decision, a member challenging a

tournament seeding outcome, or a complaint about how a disciplinary decision was handled.

3. Core Principles

We are committed to:

- Encouraging early and informal resolution where possible.
- Treating all concerns raised with confidentiality, and respect.
- Ensuring fairness and impartiality in all discussions.
- Promoting open and honest communication.
- Supporting a safe, non-retaliatory environment for raising concerns.

4. How to Raise a Concern

We encourage individuals to raise concerns informally in the first instance. Where safe and appropriate, the individual with the issue should attempt to resolve this by speaking directly to the person involved or to a senior staff member.

If informal resolution is not possible, a formal written concern can be submitted via The Club's portal "[here](#)". Concerns should include:

- A clear description of the issue.
- Names, dates, and any supporting context.
- Any steps already taken to resolve the matter.
- The outcome or resolution sought.

Please note: In the interests of transparency and fairness, written concerns may be shared in full or in part with the parties involved in order to support open communication and a fair resolution process. Where appropriate, identifying details may be redacted to protect confidentiality, particularly in matters involving safeguarding, whistleblowing, or vulnerable individuals. If an individual has concerns about any part of their statement being shared or logged, they are encouraged to raise this matter under 'The outcome or resolution sought' section of the web form to allow the relevant member of staff assigned to the case to agree a way forwards. We ask that individuals are mindful of their language and tone, focusing on facts and the impact of the issue, rather than personal attacks or emotionally charged descriptions.

5. Process for resolving Concerns

Once a concern is received:

- All concerns will be triaged by Reception and directed to the most appropriate individual to handle the matter. A response will be provided within five working days, confirming the name of the person managing the issue, along with an update and either an initial or full response. Where an initial response is provided, this will include expected timeframes for resolution, which will be reviewed and updated as necessary.
- Please note: Serious matters such as safeguarding or major health and safety concerns should not follow this process.
- For welfare or safeguarding concerns, please contact the safeguarding team directly at safeguarding@theparklangleyclub.co.uk.
- For urgent health and safety concerns, please speak immediately to a member of the management team on duty.
- Club services or facilities –Concerns relating to club services or facilities will be prioritised based on urgency and potential impact. For example, health and safety matters (e.g., slippery floors, exposed wiring) will be addressed as a priority, followed by issues such as damaged nets or lighting faults. Feedback will be provided to the individual who raised the matter to confirm actions taken, ensuring transparency and closure. Wider communication to the membership will be considered, as appropriate.
- Behaviour or conduct of individuals / communication considered inappropriate or discriminatory - The Club aims to address these matters through open dialogue, mutual understanding, and resolution wherever appropriate. If informal resolution is not suitable due to the nature or seriousness of the concern, the Club may escalate the matter through the Dispute Resolution or Disciplinary Process and utilise other relevant policies (for example, *Equality, Diversity and Inclusion Policy* or *Sexual Harassment Policy*).
- Decisions made by Club officials – Concerns about decisions made by a Club official will be reviewed by the next most senior appropriate individual (e.g., Line Manager, Department Head, or Committee Chair). They will assess the issue and determine next steps, which may include referring the matter back to the official for clarification or responding directly to the individual who raised the concern. The appropriate individual assigned to the case will aim to provide an estimated timeframe for review and will ensure ongoing communication throughout the process.

Potential Outcomes:

Depending on the nature and complexity of the issue, the resolution process may involve:

- A facilitated conversation or mediation between parties.
- A meeting with relevant staff or committee members to explore a suitable solution.
- Agreed actions or outcomes for all parties to move forward.
- Referral to the Club's Disciplinary Policy and Process, where appropriate.

- Referral to Staff Disciplinary Procedures: Where a concern relates to a member of staff, the matter may, following appropriate investigation, be referred for consideration under the Club's internal staff policies and HR procedures. These are governed by employment legislation including internal HR protocols and are therefore not detailed within this policy. This ensures that appropriate action is taken where necessary, while maintaining fairness, legal compliance, and respect for staff confidentiality.

The Club aims to reach a resolution as promptly as possible. While some matters may be resolved quickly, more complex issues may take longer. An estimated timeframe (e.g., within 15 working days) will be provided where possible, with updates shared at appropriate stages of the process.

6. Appeals

If a satisfactory resolution cannot be achieved through any other applicable Club policy or procedure, the matter will be addressed through a separate appeals process. To initiate this, the individual must submit their appeal in writing within 14 calendar days of receiving the resolution. The appeal will be reviewed and determined by a senior management representative or named Directors of the Club Board, none of whom will have had direct involvement in any earlier determination. The outcome of the appeal will be communicated in writing by Club Management within 7 working days of receipt of the appeal and will be considered final.

7. Confidentiality and Record-Keeping

All complaints will be handled confidentially and in accordance with our Data Protection Policy. Written records of formal complaints and resolutions will be kept securely for internal review, learning, and governance.

8. Monitoring and Review

The Club reviews complaint trends annually to identify improvements. This policy will be reviewed annually or sooner if required by law or Club developments.

For a full list of our policies and processes, please visit our website [here](#).

Implemented on: February 2026

Approved by: Executive Board

Review date: Within 12 months