

# **Shropshire & Herefordshire Union of Golf Clubs (SHUGC)**

## **Complaints Policy**

### **SCOPE**

This policy applies to any complaints about the actions of SHUGC.

### **PURPOSE**

This policy aims to establish a clear, transparent and accountable system for parties to raise complaints about SHUGC. This policy is also to act as the resolution procedure to resolve disputes between SHUGC and its member as required.

Shropshire & Herefordshire's values are:

- **BE HONEST:** acting with integrity, trust, fairness, reliability and transparency.
- **BE SUPPORTIVE:** working together to make golf better for everyone, inspiring people to achieve their goals.
- **BE EXCELLENT:** continuously improving, exceeding expectations, and setting high standards.
- **BE RESPONSIBLE:** being personally accountable and passionate about driving a strong future for golf in Shropshire & Herefordshire.
- **BE INCLUSIVE:** welcoming and enabling everyone to be involved with golf in Shropshire & Herefordshire.

### **PROCEDURE**

If you consider we have fallen below the high standards you would expect of SHUGC and you wish to lodge a complaint you should follow this procedure.

1. Please voice your concerns informally as soon as they arise with the SHUGC representative with whom you have been dealing. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.
2. If your complaint is not dealt with to your satisfaction then please contact the SHUGC Secretary by letter or email. Please explain who you are, the nature of your complaint, and the person the complaint is about. Please also include an outline of the facts giving rise to your complaint and any other relevant details. If you raise a complaint by any other means, you may be asked to put your complaint in writing. If your correspondence is not clear whether or not it is a complaint you may be asked to clarify.
3. Complaints addressed to anyone else in SHUGC will be passed to the Administrative Committee. If the complaint relates to the Administrative Committee, it will be dealt with by the President and/or President Elect.
4. We aim to acknowledge every complaint within 7 working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint.
5. The person dealing with your complaint will contact you within 10 working days setting out the next steps. If this is not possible then you will be notified and provided with an explanation for the delay.

6. The result of the investigation will be reported to you, and should your complaint be upheld we will advise you what if any remedy or rectification can be applied. We will write to you and confirm any final agreement or solution.
7. If you are still not satisfied with the outcome or the manner in which your complaint has been handled then you should raise the matter with the SHUGC President or President Elect within 10 days of our reporting to you.

PLEASE NOTE: If your complaint relates to Disciplinary issues, including handicaps and anti-doping, or safeguarding concerns, the please refer immediately to the Administrative Committee where the matter will be dealt with in accordance with the SHUGC Constitution.

## **CONTACT DETAILS**

Please address any complaints to the Administrative Committee by contacting them at:

SHUGC Administrative Committee, Shropshire & Herefordshire County Union of Golf Clubs, Black Lion Stables, The Fold, Dorrington, Shropshire, SH5 7JD or [admin@shugc.com](mailto:admin@shugc.com)

Approved by the Admin Committee - March 2023