

## **NWG Complaints Procedure**

This Complaints Procedure outlines how concerns or complaints can be raised and how they will be handled in a fair, transparent, and timely manner. This procedure should be read in conjunction with our other club policies.

### **1. Our Commitment**

- We are committed to providing a positive experience for all members.
- We welcome feedback and aim to resolve concerns constructively and professionally.
- All complaints will be taken seriously and handled appropriately.

### **2. Informal Resolution**

- In the first instance, concerns should be raised with the relevant coach or a member of club management.
- Many concerns can be resolved quickly through open and respectful communication.

### **3. Formal Complaint**

If a concern cannot be resolved informally, a formal complaint may be submitted:

- Complaints should be made in writing via email to the club.
- The complaint should clearly outline the nature of the concern and any relevant details.

### **4. Acknowledgement & Investigation**

- Formal complaints will be acknowledged within a reasonable timeframe.
- The club will review the matter objectively and may seek additional information where required.
- All parties will be treated fairly during the review process.

### **5. Outcome**

- A written response will be provided once the review is complete.



- Where appropriate, steps may be taken to improve practice or prevent recurrence.

## **6. Confidentiality**

- Complaints will be handled sensitively.
- Information will be shared only where necessary to investigate and resolve the matter.

## **7. Monitoring & Review**

- Complaints may be reviewed periodically to identify trends and areas for improvement.
- This procedure will be reviewed regularly to ensure it remains effective and aligned with best practice.