



DURHAM COUNTY LADIES GOLF ASSOCIATION (DCLGA)

COMPLAINTS POLICY

SCOPE

This policy applies to any external complaints about the actions of Durham County Ladies Golf Association.

PURPOSE

This policy aims to establish a clear, transparent and accountable system for external parties to raise complaints about Durham County Ladies Golf Association. This policy is also to act as the resolution procedure to resolve disputes between Durham County Ladies Golf Association and its members.

Durham County Ladies Golf Association's Values are:

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

PROCEDURE

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

1. Please voice your concerns informally as soon as they arise with a DCLGA committee member or 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. Should you prefer, there is an Informal Complaints Form available via the County website.
2. If your complaint is not dealt with to your satisfaction then please contact Durham County Ladies Golf Association or Secretary by email via the County website. Please explain who you are, the nature of your complaint, and the person you are complaining about. Please also

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. If the complaint relates to a member of the DCLGA Committee it will be dealt with by an impartial designated association member.

4. We aim to acknowledge every complaint within 5 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 to 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 President within 14 days of our reporting to you.

PLEASE NOTE: If your complaint relates to Disciplinary issues, including handicaps and anti-doping, or safeguarding concerns, then please refer immediately to the England Golf Governance Department where the matter will be dealt with in accordance with the relevant England Golf regulations.

REVIEW

This policy will be reviewed at least every 3 years.