

# NEW MILLS GOLF CLUB COMPLAINTS POLICY

## SCOPE

This policy applies to any internal/ external complaints arising at New Mills Golf Club. (For the purpose of this policy the club will adopt the values of England Golf)

## PURPOSE

This policy aims to establish a clear, transparent, and accountable system for internal/ external parties to raise complaints about New Mills Golf Club. This policy is also to act as the resolution procedure to resolve disputes between New Mills Golf Club and its members. The Management Team and staff of New Mills Golf Club are committed to uphold the Values, which are:

- BE INCLUSIVE: Welcoming and enabling everyone to be involved with golf in Derbyshire/ England
- BE HONEST: Acting with integrity, trust, fairness, reliability and transparency
- BE SUPPORTIVE: working together to make golf better for everyone. Inspiring people to reach their personal 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

## PROCEDURE

If you consider we have fallen below the high standards you would expect of New Mills Golf Club and you wish to lodge a complaint you should follow this procedure for us to address your concerns effectively and expeditiously.

- Please voice your concerns informally as soon as they arise with a representative of New Mills Management Team/ Handicap committee. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.
- If your complaint is not dealt with to your satisfaction then please contact the New Mills Golf Club Secretary at [secretary@newmillsgolfclub.co.uk](mailto:secretary@newmillsgolfclub.co.uk) by letter or email. This should explain who you are and the nature of your complaint, with pertinent details and dates/times, and the name of the person or persons about whom you are complaining. If you raise a complaint by any other means, you will be asked to put your complaint in writing. If your correspondence is not clear whether it is a complaint you may be asked to clarify.
- Any complaints addressed to anyone else in New Mills Golf Club will be passed to the Club Secretary/ Handicap Secretary. If the complaint relates to the Secretary, it will be dealt with by another member of the Management Team.
- We would aim to acknowledge every complaint within five 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
- The officer will attempt to respond to you within 10 working days. If this is not possible then you will be notified and provided with an explanation for the delay.

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- 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.
- If you are still not satisfied with the outcome or the way your complaint has been handled then you should raise the matter with the New Mills Golf Club, Management Team within 14 days of our reporting to you.

PLEASE NOTE: If your complaint relates to Disciplinary issues, including antidoping, or safeguarding concerns, then please refer immediately to the Secretary where the matter will be dealt with in accordance with the relevant Derbyshire County Golf regulations.

**\*In the first instance complaints relating to handicaps will be dealt with by the handicap secretary.**

**Please see NMGC Appeals process, Procedure for Players Who Do Not Complete a Round/ Submit a Competition Score and NMGC Disciplinary Regulations**

CONTACT DETAILS Please address any complaints to: The Secretary: • New Mills Golf Club, Shaw Marsh, New Mills. High Peak. SK22 4QE •or [secretary@newmillsgolclub.co.uk](mailto:secretary@newmillsgolclub.co.uk)

POLICY ENFORCEMENT This policy will be enforced by the Management Team of New Mills Golf Club

REVIEW This policy will be subject to regular review and amendment. Approved: