**Birmingham Handball Club Complaints Policy**

**General Complaints and Feedback to South Birmingham Handball Club**

We are committed to ensuring that all our members and customers receive the best possible service. However we recognise that, sometimes, some of our members and customers experience problems. We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.

These are the promises we make to all members and other stakeholders who raise issues with us:

* We will listen to you, and make every effort to understand the reasons for your complaint;
* We will endeavour to resolve your problem at your first point of contact;
* We will take ownership of your complaint to ensure resolution, and;
* We will offer fair solutions quickly.

We also welcome positive feedback from stakeholders about our services and members.

**Informal procedures**

We will aim to resolve your problem in an informal manner and as quickly as possible. For any complaint about South Birmingham Handball Club, members or volunteers, please contact southbrumhc@virginmedia.com. If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

**Formal procedures**

Wherever possible, complaints should be resolved by informal means. Where they have not been resolved, complaints regarding the behaviour of members should be submitted in writing to the Secretary.

The Management Committee will meet to hear complaints within 14 days of a complaint being lodged. The Committee has the power to take appropriate disciplinary action, including the termination of membership. The outcome of a disciplinary hearing should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made, within 14 days of the hearing.

There will be the right of appeal to the Management Committee following disciplinary action being announced. Any appeal should be received in writing by the Club Secretary no later than 7 days after the disciplinary hearing. The committee should consider the appeal within 14 days of the Secretary receiving the appeal.

The decision of the Management Committee will be final.