

Norfolk County Golf Union

Complaints Policy

1: Scope

- 1.1 This policy applies to any external complaints about the actions of the Norfolk County Golf Union (“The County”). All internal complaints are covered by the employee Disciplinary and Grievance Procedures.

2: Principles

- 2.1 If a person or club is involved with a dispute or a disciplinary matter, whether a golf club or county official, or a member or visitor at a golf club, the following principles should be borne in mind:
- 2.1.1 Disputes should be dealt with, in the first instance, at their most local level. This means that a dispute arising at a club should be dealt with by the club.
- 2.1.2 Any club or county dealing with a dispute should ensure that it has in place appropriate disciplinary rules and procedures. You can find templates for these [documents here](#).
- 2.1.3 It is expected that every disciplinary matter should be dealt with in a manner consistent with the principles of natural justice. This means ensuring that the accused is given adequate notice of the accusation and/or charges brought against them, that there is a fair hearing or process, and that there is no bias or conflict of interest in dealing with the matter. Put simply, the accused must have the opportunity to have their side of the story heard, and have their case dealt with by people who do not have any vested interest in the outcome of the matter.
- 2.1.4 Remember that there is a contractual relationship between a club and a member regardless of whether there is a signed written agreement. It will likely be an express or implied term of that contract that the club will follow the rules and regulations that it puts in place to manage complaints and disputes. If a club fails to follow its own rules and regulations, a member might accuse the club of breaching the membership contract.

3 Purpose

- 3.1 This policy aims to establish a clear, transparent and accountable system for external parties to raise complaints about The County. This policy is also to act as the resolution procedure to resolve disputed between The County and its members as required by the Objects in the Articles of Association.

4 Procedure

- 4.1 If an individual considers that The County has fallen below the high standards one would expect of it and s/he wishes to lodge a complaint, the procedure is set out in detail in The County’s Disciplinary Regulations, a copy of which can be found on the Norfolk County Golf Union website under the menu heading of “about us” and then “policy and rules”.
- 4.2 All correspondence should be forwarded in the first instance to the County Secretary, Peter Johns, secretary@norfolkcountygolfunion.co.uk.
- 4.3 The County aims to acknowledge every complaint within 5 working days of receipt. The complainant will be advised at that time the name of the person who will take responsibility for dealing with the complaint.
- 4.4 The person dealing with the complaint will normally contact the complainant within 10 working days setting out the next steps. If this is not possible, then the complainant will be notified and provided with an explanation for the delay.

- 4.5 The result of the investigation will be reported to the complainant and, should the complaint be upheld, the complainant will be advised what, if any, remedy or rectification can be applied. Any final agreement or solution will be confirmed in writing.
- 4.6 If the complainant is still not satisfied with the outcome or the manner in which the complaint has been handled, the appeals procedure is set out in paragraphs 13 and 14 of The County's Disciplinary Regulations referred to above.

5: Review

- 5.1 This policy will be reviewed every 3 years.