



## **BALLYHOLME YACHT CLUB**

### **COMPLAINTS POLICY**

Ballyholme Yacht Club (“BYC”) is committed to ensuring that all its members and visitors are treated with fairness and respect. Therefore if this doesn’t happen, we need you to tell us about it so that we can rectify the problem and improve our standards.

#### **When an issue arises**

If for any reason you are unhappy with any aspect of the service you have received from BYC, in the first instance you should speak to the member of staff concerned.

BYC will try to settle complaints at this stage to the satisfaction of everyone.

#### **If you are unhappy with the initial response**

If you are unsatisfied by your initial response then a formal letter (or alternative formal means of communication such as email) should be sent to the Club Manager of BYC.

If the complaint is about the Club Manager of BYC, the letter of complaint should be sent to the Commodore of BYC.

All correspondence should be sent to Ballyholme Yacht Club, Seacliff Road, Bangor BT20 5HT or [admin@ballyholme.com](mailto:admin@ballyholme.com), marked Strictly Confidential.

On receipt of your letter, your complaint will be registered on the BYC Complaints Register.

Your letter of complaint should include:

- full details of the nature of your complaint including dates and time of occurrence;
- your full name and address
- your signature and date of complaint.

#### **How we will deal with your complaint**

We will send you a letter acknowledging receipt of your complaint within one week (7 days) of receiving it.

We will then investigate your complaint.

We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within four weeks of the date we received your original letter of complaint.

Within one week of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

If you do not want to attend a meeting or it is not possible for you to do so, we will send you a detailed written reply to your complaint within 6 weeks of the date of your original notice of complaint.

At this stage, if you are still not satisfied with our response, you should contact us again by letter (or an alternative formal means of communication) and we will arrange for you to meet an Appeals Committee made up of two members of the Executive Committee, one of whom will normally be the Commodore, to discuss and hopefully resolve your complaint. This meeting will take place within four weeks of your letter of appeal.

The Appeals Committee will then write to you within two weeks of the date of the Appeals Committee to confirm and explain the organisation's final position on the complaint.

BYC will strive to meet procedure and timescales outline above, however, if we are unable to do so, we will contact you to explain the reasons why.