

# Dalgety Bay Sailing Club

The Wynd  
Dalgety Bay  
Fife  
KY11 9SJ



## Customer Complaints Procedure

Version: 1.0  
Date: 25 July 2008  
Author: Willie Allan

## 1 Aims

To deal with all customer complaints in a fair and consistent manner.

## 2 Reasons for the Procedure

To provide and continue to provide a first class level of customer service.

## 3 Objectives

- To describe the formal procedure for dealing fairly and consistently with customer complaints;
- To inform customers of the route by which they can express a complaint;
- To inform staff of the complaints procedure so that they know what to do if a customer complaint arises.

## 4 Procedure

### Step 1

First of all the customer should **try to resolve the matter directly** with the member of the staff who is responsible or who is involved in the problem.

### Step 2

If Step 1 did not resolve the problem, the customer should make a **complaint in writing to the Rear Commodore (Social)**.

The Rear Commodore (Social) will log the complaint and acknowledge its receipt within 3 working days of receiving the complaint.

The Rear Commodore (Social) will pass the complaint, with a tracking sheet clearly identifying the timescales, to an independent investigating officer who will conduct a full investigation.

The investigating officer will, within 10 working days of receiving the complaint, provide the Rear Commodore (Social) with the results of the investigation and a signed letter of reply for the customer detailing the outcome and actions arising from the investigation.

The Rear Commodore (Social) will send the signed letter of reply from the investigating officer, to the customer - normally within 15 working days of receipt of the complaint.

The investigating officer will inform the Rear Commodore (Social) if (s)he is unable to meet the above timescale and the Rear Commodore (Social) will send a holding reply to the customer.

The Rear Commodore (Social) will advise the Management Committee of any investigations not concluded within the expected timescale.

If the customer is dissatisfied with the response received, the customer may **appeal to the Commodore** within 15 working days of the date on the response letter. The appeal should be made in writing, stating the reasons, and **sent to the Rear Commodore (Social)**.

The customer will be notified in writing of the result of the appeal after all evidence has been reviewed. This will normally be within 10 working days of receipt of the appeal.

### **If the customer is still unhappy**

In the unlikely event that the matter is still not resolved to the customer's satisfaction, the customer is advised to seek guidance from the Rear Commodore (Social) regarding any further appeal.

## **5 Contact**

Rear Commodore (Social)

## **6 Who should know about this Procedure**

All customers.  
All staff.

## **7 Responsibility**

The Rear Commodore (Social) is responsible for ensuring that all customer complaints are dealt with promptly, fairly and consistently and in accordance with this procedure. The investigating manager is responsible for conducting a full investigation and providing a written response to the Rear Commodore (Social).