



ROYAL NORTH OF IRELAND YACHT CLUB

Members Complaints Policy

The Royal North of Ireland Yacht Club strives to provide an outstanding level of service to its members and visitors. We understand that sometimes a member may experience things at the Club that may not be up to the standards expected – this could relate to a service, a meal, cleanliness, a course, or another club matter. If this is the case, in the first instance please raise your concern directly with the relevant member of staff, caterer or committee member, who will strive to resolve your issue. Guest complaints should be brought forward through the hosting member.

Should your concern relate to an **off-shore issue**, the issue should be raised with the Race Officer, in line with the sailing instructions provided and RYA guidance.

If you have an **on-shore concern** which cannot be resolved as above and you wish to make a complaint to the Committee, you may do so by email or letter. The Club Manager will acknowledge receipt of your concern within five working days, and bring your complaint to the attention of the Honorary Secretary at the earliest opportunity. The complaint will be tabled at the next Committee meeting, and following discussion / investigation, the Committee will endeavour to provide a substantive response within 30 days of the meeting. If for some reason this target cannot be met, a letter of explanation will be sent within this timescale.

If you are the subject of a complaint the Committee will offer to appoint a person to support you through the complaint process.

Complaints received anonymously cannot be investigated, unless they refer to a Child Protection issue; such complaints, should be referred to the Child Protection Officer.

If you are unhappy with the response received, you can ask the Committee for an independent review. The Committee will establish an Appeal Panel which may include Trustees and/or Past Commodores with no prior involvement with the complaint.

Complaints received will be dealt with appropriately, confidentially and professionally. Investigation of a complaint will normally require discussion with the complainant and any other person(s) involved.

Members Complaints Procedure

The committee, staff and franchisees of the Royal North of Ireland Yacht Club aim to provide the members and their guests with an enjoyable sailing and social experience. If a member is less than satisfied or has a concern, we need to know so that we can learn and, if possible, improve the quality of service provided. This complaints procedure must be followed for all complaints to the Committee.

1.0 On-Shore Complaint or Concerns

If a member has an on-Shore complaint or concern they can raise the issue with a relevant member of staff, caterer or committee member.

2.0 Oral Complaints

2.1 All complaints will be taken seriously. However, most oral complaints can be successfully resolved 'on the spot' through an immediate response, as early intervention will often defuse a situation.

2.2 Where possible the member of staff, caterer or committee member concerned will listen to the complaint in a quiet area, explore the issue, explain any misunderstanding and/or if appropriate, offer corrective action and/or a verbal apology.

2.3 If an oral complaint is sufficiently serious or may lead to a written complaint it will be logged on a register and held in the office, detailing the issue raised with the outcome and brought to the attention of the relevant Committee member.

2.4 If a complaint cannot be resolved as suggested above, the complainant should be advised that, whilst the complaint will be noted, a written complaint can be made to the Committee, who will investigate and respond.

3.0 Written Complaints

3.1 All written complaints will be recorded in the Club's Complaints Register. An acknowledgement will be forwarded to the complainant by the Club Manager stating that the complaint will be brought to the attention of the Committee and tabled at the next Committee meeting with the date of the meeting supplied.

3.2 From the date of the meeting and following discussion / investigation, the Committee will endeavour to provide a substantive response within 30 days. If for some reason this target cannot be met, a letter of explanation will be sent within the same timescale. A substantive reply following investigation will be provided by the Honorary Secretary.

4.0 Appeals

4.1 Where the complainant is not satisfied with the Committee's response, the option of an appeal will be provided. The Commodore will establish an Appeal Panel, who will have had no prior involvement with the complaint, the panel may include representatives from the Trustees and/or Past Commodores.

5 Anonymous Complaints

5.1 Occasionally a member may wish to make an anonymous complaint. It should be explained that anonymous complaints cannot be investigated unless they refer

to a Child Protection issue; such complaints should be referred to the Child Protection Officer.

6 Complaints Register

6.1 The following details will be recorded in respect of every complaint received:

- Date received with a file reference number
- Brief Summary of Complaint
- Action Taken - this should include date of acknowledgement, date of issue of substantive reply
- Outcome and Resolution

6.2 A summary of all Complaints received and logged in the Complaints Register should be presented by the Club Manager to the Committee from time to time during the year as necessary. The Register should be signed off by the Commodore at the end of his / her year of office.