



ADM05-P01 Customer Complaints Procedure

VERSION CONTROL

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CUSTOMER COMPLAINTS PROCEDURE

The following pages provide a step-by-step guide to the Scottish Squash Limited (SSL) Customer Complaints Procedure.

SSL is committed to providing high quality customer services. If something goes wrong or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

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1. What is a complaint?

We regard a complaint as any expression of dissatisfaction about an action (or inaction) or decision whether committed by SSL as a corporate body, or by one of its staff, or by an individual acting in a voluntary or paid capacity on behalf of the company.

2. What can I complain about?

A complaint may relate to:

- Failure to provide a service;
- Inadequate standard of service;
- Dissatisfaction with our policies or procedures;
- Treatment by or attitude of a member of staff or one of our volunteers;
- Disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter;
- SSL's failure to follow the appropriate administrative process;
- A customer may also wish to complain that they have experienced or witnessed an incidence of inequality.

This list is by no means exhaustive, but provides a guide to the range and type of complaints that we may receive.

3. What can't I complain about?

There are some things that we can't deal with through our complaints procedure. These include:

- A routine first time request for a service;



- An issue which is heard in court or which has already been heard by a court or a tribunal;
- A disagreement with any decision where a statutory right of appeal exists;
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where a decision has already been made.

In these instances, we will give you information and advice to help you.

4. Who can complain?

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or advisor).

5. How do I complain?

You can complain in person to a member of staff face to face, by phone, in writing, by email or via our customer complaints system: https://www.scottishsquash.org/complaints_form/

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve the issue.

When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong; and
- what outcome you are seeking.

6. How long do I have to complain

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

7. What happens when I have complained?

Our complaints procedure has two stages:

- Stage 1 – Frontline Resolution
- Stage 2 – Investigation

8. Stage 1: Frontline Resolution

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.



We will aim to give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

If you are not satisfied with the response we give you at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:

- within six months of the event you want to complain about or finding out that you have a reason to complain; or
- within two months of receiving your stage 1 response (if this is later).

In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

9. Stage 2: Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.

When using stage 2:

- we will acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation); and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

If our investigation will take longer than 15 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.