



Dealing with Complaints

Policy & Procedure

August 2023



Dealing with Complaints.

About this Policy.

INFINITY BOAT CLUB (IBC) aims to provide high quality services which meet the needs of people taking part in our programmes. Although our programmes are free to users, we should always aim to provide a high-quality service, with the mind-set that participants are our customers. This is vital for the long-term health of IBC's programmes to avoid damaging and difficult individual complaints.

We appreciate that sometimes this standard might not be met, so in order to ensure we deliver our business to the highest standard possible, this procedure is intended to guide staff on how to recognise, deal with and resolve complaints. The objectives of this process

- i) to resolve the particular complaint to the satisfaction of all parties, to the extent possible and
- ii) to "learn lessons" and share them with others to ensure that we can continually improve and avoid repeating problems.

Scope

This policy should be followed by all members of IBC staff, and all staff delivering sessions, regardless of rank or position within the company.

This policy is not intended to cover the scenarios in which you have a concern about your treatment (Grievance) or reporting a serious concern about how IBC is operating (Whistleblowing).

This policy references minor complaints and major complaints. As an indicator, a minor complaint can generally be dealt with straight away in a straightforward way. A major complaint might require further investigation and will therefore require a longer deliberation time from the senior management team.

Your role as a member of staff

Your first job is to recognise when somebody is making a complaint and decide whether it needs to be treated as a minor complaint or a major complaint. Remember that complaints can be communicated in many different ways: in person, via email, via social media, etc.

Minor complaints

If the person you are dealing with you has a minor complaint or something they would like to raise informally you should attempt to deal with the situation there and then.

- Listen carefully to their concern, apologise and reassure as appropriate but do not automatically admit IBC is in the wrong
- Try to explain that actions have/will be taken to improve the situation as quickly as possible.
- Try to avoid escalating the situation and do not tell them they are wrong to raise a concern.
- Make a written note of the complaint and their contact details in case of follow up.



Dealing with Complaints Procedure

1. If the situation cannot be resolved, offer to escalate the issue to a member of Infinity Boat Clubs senior leadership team. Take a note of the person's contact details and the details of their complaint and notify management by email or phone call. Promise the person that IBC will review their concern and respond as quickly as possible. Often, we will be able to give you a response straight away. When the matter is more complicated it may be necessary to investigate, IBC will aim to give at least an initial response within five working days.

Major complaints

If a person wishes to make a formal written complaint, please ask them to email **info@infinityboatclub.com**. Please ask them to begin the title of the email with "COMPLAINT " to help us identify the email and ask them to include full details of their concerns.

Infinity Boat Club will then investigate the formal complaint properly and give a reply within ten working days, setting out our findings and how any problem identified will be dealt with. If this is not possible, an interim response will be made informing you of the actions taken to date.

Contacts

If your line manager is included in the context of your complaint, you might need to seek the support of other members of the IBC senior leadership team:

1. Keith Brown – CEO, kbrown@infinityboatclub.com
2. Michele Holdsworth, Welfare Officer welfare@infinityboatclub.com
3. Stephen Peel, Chair of Trustees speel@infinityboatclub.com