



## **COMPLAINTS HANDLING PROCESS**

### **1. Receipt of Complaint**

Complaints should be submitted in writing to the Club Manager in the first instance, unless the complaint is directly against the Club Manager in which case it should be submitted to the Commodore.

### **2. Acknowledgement**

Receipt of the complaint should be acknowledged promptly.

### **3. Review**

The complaint will be reviewed by Finance & General Purposes Committee who will decide on the appropriate response/actions and notify the Club Manager who will respond to the complainant and ensure that any actions are followed up.