

ARLINGTON BATHS CLUB - MEMBER COMPLAINTS PROCEDURE

Introduction

Arlington Baths Club is committed to providing our valued members with an enjoyable leisure experience and to continually improve our service. Our staff will always try to provide you with a first-class service in a polite, efficient and fair way.

Sometimes members may feel that they need to raise an issue of dissatisfaction. When this happens, we will deal with your complaint quickly and seek to take any appropriate action that has been deemed necessary to improve the service and experience of being an Arlington Baths member. Our General Manager will respond to complaints effectively and efficiently.

Complaints are also a useful guide to our service. They may show opportunities where facilities or procedures can be improved. The more we know about the way you feel about our service, the better informed we are to bring about improvements.

It is hoped that, in most instances, any problems that members experience can be resolved informally, either with club staff or by contacting the General Manager. However, if there is a need to make a more formal complaint, our easy-to-follow process is set out below.

FORMAL NON-SERIOUS COMPLAINTS

Formal, non-serious complaints generally fall into one of the following categories (*this list is intended to be for illustrative purposes and is not exhaustive*):

- Failure to provide a service at a level or standard expected from the Arlington Baths Club
- Neglect or delay in answering a query or responding to a request
- Failure by an Arlington Baths member or member of staff to follow the Arlington Bath's agreed policies, rules or procedures

Stage 1

In the first instance, a verbal complaint should be made to a member of staff who will seek to resolve this immediately.

If the complaint cannot be resolved by staff, then the complainant must write with details of the complaint to the General Manager.

The General Manager will seek to acknowledge the complainant's correspondence within 3 working days. Following an investigation into the details, the complainant should receive a response with the outcome of the complaint from the General Manager within 10 working days, by email or letter. If the outcome of the complaint has not been fully investigated within this period, the complainant will be contacted by email or letter so that they are aware of the delay.

If the complainant is not satisfied with the response provided; they may progress to **Stage 2**.

Stage 2

If the complainant wishes to proceed to Stage 2 of the Complaints Procedure, they must contact the Club Chair via the General Manager.

The Club Chair will then arrange for the General Manager to carry out a further investigation into the complaint concentrating on the complainant's dissatisfaction. The outcome of the

investigation will be discussed with the Club Chair and/or Board Members and thereafter the complainant should receive a response to a Stage 2 request within 10 working days.

An email or letter will be sent to the complainant with the conclusions of the investigation.

FORMAL SERIOUS COMPLAINTS

Formal serious complaints generally fall into one of the following categories (*this list is intended to be for illustrative purposes and is not exhaustive*):

- Any criminal behaviour. For example, assault, theft or abuse.
- Complaints of a sexual nature
- Malice, bias or discrimination

Stage 1

A staff member must be contacted immediately, and details of the complaint will be immediately recorded with the name and membership number of the complainant, along with any witnesses and an outline of the grievance. Should the General Manager not be available, this will be forwarded to them immediately.

Depending on the nature of the complaint, it may mean the immediate suspension of an individual's (respondent's) membership, whilst the complaint investigation is being carried out. If the complaint alleges a criminal offense, it may be deemed necessary to contact Police Scotland.

The General Manager will make contact with the complainant within 24 hours, or as quickly as possible, to arrange a meeting to discuss the complaint as part of the investigative process, and should this not be initially provided, a detailed record of the complaint must be produced by the complainant which will be acknowledged on receipt.

The respondent will be advised about the complaint and the allegations made and if appropriate, that their membership will be suspended during the investigation process. The respondent will be asked to arrange to meet as quickly as possible with the General Manager to discuss the allegations once they are in receipt of the written allegations.

The General Manager will discuss the details of the complaint with relevant staff members. Depending on the nature of the complaint and if the General Manager is male, a senior female member of staff or board member may be involved. Thereafter both or all will carry out the investigation and meet separately with both the complainant and responder.

Once the facts are established and the investigation has concluded, which should be done within 10 working days, the complainant and respondent will be made aware of the outcome. Should the investigation find in favour of the complainant, the respondent's club membership will move from suspension to cancellation and any prepaid monthly or annual membership fee subscription will be refunded.

Should the investigation find in favour of the respondent, the complainant, if dissatisfied may progress the complaint to **Stage 2**, during which the Club Chair and a nominated Board Member will discuss the outcome and the manner in which this outcome was determined with the General Manager. If appropriate, the Club Chair may meet to further discuss the complaint separately with the complainant and respondent. Whilst Stage 2 is in progress the respondent's membership may remain suspended.

Should Stage 2 find in favour of the complainant, they will be notified as such, and the respondent's membership may move from suspension to cancellation with prepaid

membership fees refunded. Should stage 2 find in favour of the respondent, the complainant will be advised accordingly, and the respondent's membership will be reinstated.

At this point the club's complaints procedure ends.

COMPLAINTS AGAINST THE GENERAL MANAGER

Should a complaint involve the General Manager, the complainant should notify the Club Chair in writing at the earliest opportunity. The investigation process will follow a similar course of action as detailed above however, the investigation shall be conducted by the Board Chair and a nominated Board member and timescales listed may be extended.

VEXATIOUS COMPLAINTS

We do not expect staff to tolerate unacceptable or inappropriate behaviour by anyone. Unacceptable behaviour includes that which is unreasonable, abusive, offensive or threatening and may include:

- Using abusive, aggressive or foul language on the telephone
- Using abusive, aggressive or foul language face to face
- Any form of intimidating or threatening behaviour
- Sending multiple emails
- Leaving multiple voicemails
- Leaving multiple messages on social media platforms

We will take action to protect staff from such behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, we reserve the right to cease contact. If the behaviour continues, we will take appropriate actions which may include cessation of membership or the reporting of the matter to Police Scotland.

ANONYMOUS COMPLAINTS

The Arlington Baths takes all forms of complaint seriously and this policy outlines the robust procedures under which complaints will be dealt with. It is hoped that members feel like they can raise a complaint confidentially however, sometimes complainants may feel they wish to raise an issue anonymously.

We encourage complainants to say who they are and engage with the complaints procedure so that we can respond fully to the complaint and advise of the outcome. Without the complainant identifying themselves, the standard complaints policy does not apply, and although the matter may be investigated and dealt with, no response or resolution can be provided to the individual.

In the event that an anonymous complaint is reported, it may be investigated or acted upon, having regard to the seriousness of the issue raised, the credibility of the complaint, the prospects of being able to investigate the matter and fairness to any individual mentioned in the complaint.