



NATIONAL ASSOCIATION OF PUBLIC AND PROPRIETARY GOLF CLUBS AND COURSES (NAPGC)

NAPGC Complaints Policy

SCOPE

This policy applies to any complaints about the actions of the NAPGC.

Complaints about golf clubs or county bodies are dealt with under the England Golf Rules, Terms and Conditions of Affiliation or the England Golf Disciplinary or Safeguarding Regulations as appropriate.

PURPOSE

This policy aims to establish a clear, transparent and accountable system for parties to raise complaints about the NAPGC. This policy is also to act as the resolution procedure to resolve disputes between the NAPGC and its members as required by its Objects in the Articles of Association.

The values of the NAPGC are:

- **BE HONEST:** acting with integrity, trust, fairness, reliability, and transparency
- **BE SUPPORTIVE:** working together to make golf better for everyone, inspiring people to achieve their goals
- **BE EXCELLENT:** continuously improving, exceeding expectations, and setting high standards
- **BE RESPONSIBLE:** being personally accountable and passionate about driving a strong future for golf
- **BE INCLUSIVE:** welcoming and enabling everyone to be involved with NAPGC golfing events.

PROCEDURE

If you consider we have fallen below the high standards you would expect of the NAPGC and you wish to lodge a complaint you should follow this procedure.

Raising concerns

- Please voice your concerns informally as soon as they arise with the NAPGC Board or Event Organisers. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.

Escalating concerns

- If your complaint is not dealt with to your satisfaction, then please escalate by contacting the Secretary at the NAPGC by letter or email. Please explain who you are, the nature of your complaint, and the person you are complaining about. Please also include an outline of the facts giving rise to your complaint and any other relevant details. If you raise a complaint by any other means, you may be asked to put your complaint in writing. If your correspondence is not clear whether or not it is a complaint, you may be asked to clarify.
- Please address any complaints to the secretary@napgc.org.uk
- Complaints addressed to anyone else in the NAPGC will be passed to the Secretary (or in their absence another Member of the Board). If the complaint relates to the Secretary it will be dealt with by another Member of the Board.
- We aim to acknowledge every complaint within 5 working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint.
- The person dealing with your complaint will contact you within 10 working days setting out the next steps. If this is not possible then you will be notified and provided with an explanation for the delay.
- The result of the investigation will be reported to you, and should your complaint be upheld we will advise you what if any remedy or rectification can be applied. We will write to you to confirm any final agreement or solution.

Appealing decisions

- If you are still not satisfied with the outcome or the manner in which your complaint has been handled, then you should raise the matter with the NAPGC Chairperson within 14 days of our reporting to you.
- They (or in their absence deputy) will contact you within 10 working days setting out the next steps. If this is not possible then you will be notified and provided with an explanation for the delay.
- The Chairperson will review the case, engaging with England Golf as necessary.
- The findings of their review which shall be final will be reported to you.

REVIEW

- This policy will be reviewed at least every 3 years.