

# Members' Complaints Procedure

## What is a complaint?

St Andrew's defines a complaint as an expression of being unhappy with the services provided by the Club or something a staff member has said or done.

This is not the same as disagreeing with a Club policy or Club rules.

## How to make a complaint

First you should try to talk to either a Senior Youth Worker or the Youth Club Manager (Sarah Nicholls).

If the complaint is about the Club Manager or you would prefer not to speak to the Youth Workers personally you can email us at: [info@standrewsclub.com](mailto:info@standrewsclub.com). Your complaint will be passed on to the relevant person – the Youth Club Manager if it is about one of the Staff or another member or to the Trustees if it is about the Youth Club Manager.

Or you can write to us at: St Andrew's Club, Alec Wizard House, 12 Old Pye Street, London, SW1P 2DG giving us details of what has caused you to complain, including information on whether it is the first time you have complained about the matter or a follow-up to something you have already complained about but you were not happy with the reply. It would also help to have a clear description of the complaint and what you would like us to do to sort things out

## What happens next?

If you complained in writing, we aim to respond within 4 working days. If it is not possible to give you a full reply within this time (for example, if your complaint requires more detailed investigation), we will tell you what is being done and when you can expect a full response.

We will acknowledge where things could have been done better, and tell you what will be done to avoid the same thing happening again. Equally, if we do not uphold your complaint, we will let you know why.

Our response to you will include details of what to do if you believe your complaint has not been dealt with properly. You should start by contacting us again and asking for your complaint to be passed on to a more senior member of staff or Trustee.

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