



St Andrew's Club
Comments, Compliments, and Complaints Policy for Supporters
July 2021

1. Purpose

St Andrew's Club makes every effort to provide a high standard of service and to treat all stakeholders equally and fairly. We're committed to continual improvement in everything we do, so we hope you will feel free to make your views known to us. Let us know how we're doing: comments, compliments or complaints.

2. Introduction

St Andrew's Club will review all comments, feedback and complaints, and our feedback procedures on an annual basis. This helps us to develop the services that work best for you, so please let us know what you think. There is a separate policy for complaints by Club members.

2.1 Compliments and Comments:

If you are happy with the service/s you receive or have any comments, we would love to hear from you. There are a few ways you can do this: either telephone the number below to be put in contact with our Chair of Trustees, Elizabeth Cuffy or Chief Executive, Annette Fettes. Or email or write to us, below.

2.2 Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will act when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

2.3 How to make a complaint:

The first thing to do if you are unhappy about any aspect of your engagement with St Andrew's Club is to bring this to the attention of Annette Fettes, Chief Executive as she should be able to resolve the issue. If this does not achieve the desired result a written complaint should be emailed, which will be reviewed by the Chair of Trustees, Elizabeth Cuffy.

If you cannot, or do not wish to make a complaint in person, you have the option of:

Emailing: info@standrewsclub.com

Writing: St Andrew's Club
Alec Wizard House
12 Old Pye Street
London SW1P 2DG

Telephoning: 020 7222 6481

2.4 What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly by the Chief Executive or the Chair to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

2.5 How and when we will respond:

We will acknowledge any e-mailed or posted complaints within 5 working days of receipt. You will receive a full response to your written complaint within 10 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, including following the recommended Fundraising Regulator steps:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

3. Review

It is recommended that this policy is reviewed on an annual basis.

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