



# Manchester Cats Netball Club

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## Complaints Policy Statement For Manchester Cats Netball Club

At Manchester Cats Netball Club, we try hard to avoid complaints in the first place but if you think you have reason to complain about us, we will endeavour to resolve the matter quickly for you. We will keep you informed of progress as we seek resolution of your complaint. Manchester Cats Netball Club takes Complaints very seriously.

### Our Policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of the complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone within the club knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

To request a complaints form please download from SPOND or contact a member of our Club who will be happy to help.