



MILE END GOLF CLUB

Complaints/Grievance Procedure

If a member of Mile End Golf Club has a complaint/grievance involving either the club facilities and course or any employee of the club, this should be communicated in writing to the Proprietors.

If a member has a complaint/grievance involving another club member or any of the activities for which the Members' Committee is responsible, including competitions and handicapping, this should be communicated in writing to the Members' Committee Secretary.

Grievance Procedure

1. Upon receipt of a written complaint/grievance, the Club's Captain, Vice Captain and Lady Captain will meet to determine how it should be dealt with. They may decide:
 - To consider the matter themselves and respond directly to the complainant.
 - To establish a Panel comprising of 3 persons to consider the matter.
2. If the decision is to appoint a panel, that panel shall consist of 3 impartial members, none of whom are directly connected with the matter to be considered. Normally they will be members of the Members' Committee of Mile End Golf Club unless the requirement for impartiality means this is not possible. The Secretary of the Members' Committee will act as secretary to the Panel but their role will be to record proceedings, not to seek to influence the judgement of the Panel.

The Panel will convene a meeting at a time when the complainant is available to put his/her case to them in person. The complainant may provide witnesses to support his/her case and may be accompanied by a fellow member or friend if they wish. The Panel may also request the attendance of anyone they feel may contribute to their understanding of the matter in question.

The decision of the Panel, which is final, will be communicated to the complainant in writing within 7 days.