

Complaints Procedure

Richmond Junior Chess Club

Version 1.1

25 October 2021

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Complaints Procedure

Version History

Date	Version	Author	Reason for Update
28/07/2017	1.0B	PM	Initial Version
25/10/2021	1.1	PM	Updated from Draft to Approved

Review Schedule

LAST UPDATE:	28 July 2017	Paul McKeown
NEXT REVIEW:	27 October 2022	

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Purpose

Richmond Junior Chess Club (RJCC) always aims to please all of its customers, whether children, parents/carers, visiting teams or clubs, participants in its tournaments, or schools in its outreach programme.

However, as is true of all things human, sometimes things do go wrong, and people feel that they have a grievance or complaint.

This policy document lays out how RJCC seeks to handle concerns and complaints.

Definitions

This policy defines two terms:

- Concern – a concern may be defined as an expression of worry or doubt over an issue, considered to be important for which reassurances are sought
- Complaint – a complaint may be defined as an expression of dissatisfaction, which seeks further steps to be taken, beyond reassurance

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Procedure

Concerns

It is natural that a parent may, occasionally, be concerned about an aspect of their child's learning at RJCC, or one of its outreach programmes. This could include issues concerning the club's approach to curriculum, behavioural issues, team selections, the running of a tournament or event, communication, catering, equipment, venue or any other issue.

The club welcomes enquiries from parents about any matter. The club's staff will be happy to explain its practices, policies, and how they affect its members. The vast majority of concerns will be handled by the group coach, school chess club leader, the team manager or the tournament controller. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format is to speak directly to the member of staff providing the service, whether that is the group coach, school chess club leader, the team manager or the tournament controller. If this doesn't provide satisfaction, then please contact the RJCC Manager, or the Chief Coach, which can be done in person if they are present, or by email or telephone. At all times our staff try to help to resolve a problem. If occasionally a parent feels they must state their concern formally, this too is not a problem. The club has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Complaints

Complaints are handled in three distinct stages.

Stage 1 – initial contact with the club and an informal approach to solving an issue

Stage 2 – the formal stage, in which a written complaint is considered by the Manager or the Chief Coach

Closure of Complaints – this may involve a mutually satisfactory resolution, a refund if the issue cannot otherwise be resolved, or occasionally, if we feel that no further progress can be made, the complaint may be closed unilaterally from our side.

Stage 1 – Initial Contact

An initial contact is made with the club and an informal approach is adopted to solving the stated issue.

1. Many concerns will be dealt with informally when you make them known to us. The first point of contact should be the group coach, school chess club leader, the team manager or the tournament controller.
2. We will speak with you face to face (if you are on site), or contact you by telephone or by email, as soon as possible after your concern is made known to us. All our staff know how to refer, if necessary, to the appropriate person with responsibility for particular issues raised by you. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.
3. We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed. We will confirm this in writing to you.
4. We will ensure that we speak directly to all appropriate persons who may be able to assist us with our enquiries into your concern.
5. We will discuss with you (normally within one week) the progress of our enquiries. You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.
6. If you are still dissatisfied following this informal approach, your concern will become a formal complaint, as laid out in Stage 2.

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Stage 2 – A Formal Complaint

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach of Stage 1, or with its outcome.

1. A complaint may be made in person, by email, by telephone, or in writing.
2. Normally, your written complaint should be addressed to the Manager of RJCC. If, however, your complaint involves or concerns the Manager, it should be sent addressed to the Chief Coach.
3. We will acknowledge your complaint in writing as soon as possible after receiving it. This will be within three working days.
4. We will enclose a copy of these procedures with the acknowledgement.
5. Normally we would expect to respond in full within one week, but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
6. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
7. The Manager or the Chief Coach will, where necessary, talk to witnesses and take statements from others involved.
8. If the complaint centres on a club member, we will talk to the club member concerned and, where appropriate, others present at the time of the incident in question. If we talk to a club member, we will inform his or her parent's beforehand, who may wish to be present.
9. If the complaint centres on a member of a school chess club, as part of our outreach programme, then we will ask the school to follow its normal procedures to establish what has happened.
10. The Manager or the Chief Coach will keep written, signed and dated records of all meetings and telephone conversations, and other related documentation.
11. Once we have established all the relevant facts, we will send you a written response to your complaint. This will give a full explanation of the decision of Manager or the Chief Coach and the reasons for it.
12. In order to prevent any later disagreement over what was said, brief notes of meetings and telephone calls will be kept and a copy of any written response added to the record.

Richmond Junior Chess Club

RJCC Complaints Procedure

Version 1.1

25 October 2021

Closure

Occasionally we will feel, with regret, compelled to close a complaint, which has not been resolved to the satisfaction of the complainant.

- We will do all we can to help to resolve a complaint but sometimes it is simply not possible to meet all of the complainant's needs. Sometimes it is simply a case of "agreeing to disagree".
- If someone persists in making representations to the club – to the Manager, Chief Coach, or anyone else - this can be extremely time-consuming and can detract from our duty to teach chess in the club, in schools, to organise tournaments and run teams

For this reason, we reserve the right to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint.

Refunds

Please see the Richmond Junior Chess Club Refunds Policy for more information.