

# **Clyde Cruising Club**

## **Member Complaints Resolution**

The policy of Clyde Cruising Club is to deal with all members complaints by implementing the following procedure:

Record all complaints in writing with date received, action required and the date by which the complaint procedure should be completed by.

Acknowledge in writing to the member, receipt of the complaint and confirm that it is being dealt with in accordance with the Complaints Resolution Procedure by providing a copy of this Statement to the member.

Respond to all complaints within a period of 48hrs.

Record all intermediate and final responses, with dates, to all complaints in the Record, including notes on all oral exchanges, together with details of the actions proposed or taken to resolve the complaint.

Agree the corrective action with the member and carry out all necessary works to resolve complaints within four working weeks or as agreed with the member.

The CCC Commodore has overall responsibility for ensuring that complaints are dealt with appropriately.