Florence Colliery Sports and Social Club
(Registered Charity Number 522769)
Manager Mr Mark Wooldridge
Lightwood Road, Longton, Stoke on Trent ST3 4JS
Telephone (01782) 312881
Chairman Mr Tom Sheehan
Secretary Mrs Ann Nettleton
www.florencesportsandsocial.com

Complaints Procedure
Florence Colliery Sports and Social Club

1. Policy Statement
Florence Colliery Sports and Social Club is committed to providing a welcoming, safe, and enjoyable environment for all. Complaints will be handled fairly, promptly, and respectfully.

2. Scope
This policy applies to members, visitors, employees, volunteers, and contractors and covers complaints about facilities, services, behaviour, or events.

3. Principles
Complaints will be treated seriously, handled without discrimination, and dealt with confidentially wherever possible.

4. Making a Complaint
Complaints should be raised verbally or in writing with a member of staff or the Centre Manager as soon as possible.

5. Handling Complaints
The Management Committee will investigate complaints fairly and may speak to those involved. A response will be provided as soon as reasonably practicable.

6. Escalation
If a complainant is not satisfied with the outcome, the complaint may be escalated to the Board of Trustees for further review.

7. Vexatious or Malicious Complaints
Complaints found to be malicious or abusive may not be progressed further.

8. Confidentiality

Information relating to complaints will be kept confidential and shared only on a need-to-know basis.

9. Review

This policy will be reviewed annually or following significant changes or complaints trends.