

London & Surrey Mini Owners Club

Complaints Procedure

London & Surrey Mini Owners Club (the club) is committed to providing good quality services for its members. However, we recognise that sometimes things go wrong or mistakes happen. The club will not look on complaints as unwanted; they will be seen as opportunities to improve the service it provides.

Step One: Contacting the club

If you have a complaint the first step is to talk to a member of the club committee. This can be done informally, either directly face to face, by telephone, email or in writing to the club address. Usually, the best person to address the complaint to will be the committee member responsible for the matter that is causing concern (if you are in any doubt as to who that is you can address your complaint to the Chairperson) as they will be in the best position to help and quickly put things right. If they are not available, or if the member would prefer to approach someone else, then the complaint should be addressed to the Chairperson. The committee member who receives the complaint will take personal responsibility for ensuring the complaint is addressed. The committee member receiving the complaint will try to resolve the problem on the spot. If this cannot be done, for example because information is not to hand or because further investigation is required, the person receiving the complaint will record the complaint, inform the Chairperson, and take responsibility for responding to the complaint within seven days.

Step Two: Taking a complaint further

The club expects that members will only need to make a formal complaint as a last resort. The club is run and managed by volunteers and whilst members can and should expect a high level of customer service, members are asked to appreciate that sometimes things do go wrong and the club is a not for profit enthusiasts club with a aim of delivering the objectives set out in point two. If a complaint has not been resolved satisfactorily in Step One the next step is for the member to put the complaint in writing to the Chairperson of the club, setting out the details, explaining what went wrong and what the member feels would put things right. Once the Chairperson receives a written complain, they will arrange for it to be investigated. The complaint will be acknowledged in writing within seven days, and the acknowledgement will also detail when the member can expect to receive a full response. This should normally be within four weeks.

Step Three: The next stage

If the member is not satisfied with the Chairperson's investigation the member can take their complaint to the club committee. All materials relating to the complaint and the to Chairperson's investigation will be sent to the club Secretary they will acknowledge the complaint in writing within seven days, and they will ensure that the complaint is tabled on the agenda of the next available committee meeting. The acknowledgement will also detail when the member can expect to receive a full response directly from the Chairperson. This should normally be within six weeks. Following the meeting of the committee a full response will be provided by the Chairperson and copies of the meetings minutes supplied.

Approved by LSMOC Committee
8th August 2008