

St Andrew's Comments, Compliments, and Complaints Policy for Supporters

Let us know how we're doing: comments, compliments or complaints. St Andrew's Club makes every effort to provide a high standard of service and to treat all stakeholders equally and fairly. We're committed to continual improvement in everything we do, so we hope you will feel free to make your views known to us.

St Andrew's Club will review all comments, feedback and complaints, and our feedback procedures on an annual basis. This helps us to develop the services that work best for you, so please let us know what you think. There is a separate policy for complaints by Club members.

Compliments and Comments:

If you are happy with the service/s you receive or have any comments, we would love to hear from you. There are a few ways you can do this: either telephone the number below to be put in contact with our Chairman of Trustees, Elizabeth Cuffy; the Club Manager, Paul Whittle; or Development Director, Annette Fettes. Or email or write to us, below.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

How to make a complaint: The first thing to do if you are unhappy about any aspect of your engagement with St Andrew's Club is to bring this to the attention of Annette Fettes, Development Director as she should be able to resolve the issue. If this does not achieve the desired result a written complaint should be emailed, which will be reviewed by the Chairman of Trustees, Elizabeth Cuffy and the Club Manager, Paul Whittle. If still unresolved, St Andrew's Club will then follow the recommended Fundraising Regulator steps: <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

If you cannot or do not wish to make a complaint in person, you have the option of:

Emailing: info@standrewsclub.com

Writing: St Andrew's Club
Alec Wizard House
12 Old Pye Street
London SW1P 2DG

Telephoning: 020 7222 6481

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 10 working days.

Review

This policy will be reviewed on an annual basis.

Author: Annette Fettes

Date: May 2018