

**St Andrew's Club**  
**Members' Complaints Policy - Cover Sheet**  
**February 2024**

**What is a complaint?**

If you are unhappy with something the Club does or something a staff member has said or done. It is not the same as disagreeing with a Club policy or Club rules.

**How to make a complaint**

- Speak to the Youth Club Manager (Adrian Phillips) or a Senior Youth Worker, as they should be able to help you.
- If the complaint is about the Youth Club Manager, speak to the Chief Executive, Sarah Nicholls by calling 020 7222 6481.
- If you need help to contact either Sarah or Adrian, please ask a member of the office staff to help you.

**What we promise to do to help resolve your complaint:**

- We will only share details of your complaint with people who need to know so that we can resolve the complaint.

**How and when we will let you know what happens with your complaint:**

- We will keep you up to date with what we are doing to deal with your complaint.
- We will tell you how we will stop the same thing happening again.
- If we do not feel the complaint needs any action, we will tell you why.
- If you think your complaint has not been dealt with properly, we will give you information on what to do next – taking your complaint to a more senior member of staff or the chair of trustees.

If there is anything you do not understand in this information sheet, please ask a member of staff for help or for more detailed information about our Members' Complaints Policy, read the attached Policy.

**Author:** Sarah Nicholls and St Andrew's Club Members.

**Date:** February 2024

**St Andrew's Club  
Members' Complaints Procedure  
February 2024**

**1. Purpose**

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.

**2. What is a complaint?**

St Andrew's defines a complaint as an expression of being unhappy with the services provided by the Club or something a staff member has said or done. This is not the same as disagreeing with a Club policy or Club rules.

**3. 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 talk to either the Youth Club Manager (Adrian Phillips) or a Senior Youth Worker, as they should be able to resolve the issue.

If the complaint is about the Youth Club Manager or you would prefer not to speak to the Youth Workers personally, there are a few other ways you can do this: either telephone the number below to be put in contact with our Chair of Trustees, Elizabeth Cuffy or Chief Executive, Sarah Nicholls. Or email or write to us, below.

You will need to give details of what has caused you to complain, including information on whether it is the first time you have complained about the matter or a follow-up to something you have already complained about but you were not happy with the reply. It would also help to have a clear description of the complaint and what you would like us to do to sort things out.

Emailing: info@standrewsclub.com  
Writing: St Andrew's Club  
Alec Wizard House  
12 Old Pye Street  
London SW1P 2DG  
Telephoning: 020 7222 6481

**2.1 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 by the Youth Club Manager, Chief Executive or the Chair 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.

**2.2 How and when we will respond:**

We will acknowledge any e-mailed or posted complaints within 5 working days of receipt. You will receive a full response to your written complaint within 10 working days. If it is not possible to give you a full reply within this time (for example, if your complaint requires more detailed investigation), we will tell you what is being done and when you can expect a full response.

We will acknowledge where things could have been done better and tell you what will be done to avoid the same thing happening again. Equally, if we do not uphold your complaint, we will let you know why.

Our response to you will include details of what to do if you believe your complaint has not been dealt with properly. You should start by contacting us again and asking for your complaint to be passed on to a more senior member of staff, the Chief Executive or the Chair.

#### **4. Review**

It is recommended that this policy is reviewed on an annual basis.

Author: Sarah Nicholls

Date: February 2024