



WEST CHESHIRE ATHLETIC CLUB

Feedback Policy (compliments, suggestions and complaints)

As an organisation we welcome feedback and are committed to learning from any feedback, positive or negative. We take all feedback (compliments, suggestions and complaints) seriously. This document details how to provide feedback and how we process this.

How do I provide feedback?

There are a number of ways you can provide feedback:

- Via any Club member, coach or official
- Via email to wcacfeedback@gmail.com
- Via QR codes at athletic events at Ellesmere Port Sports Village
- In writing to West Cheshire Athletic Club, Ellesmere Port Sports Village, Stanney Lane, Ellesmere Port, Cheshire, CH65 9LB

Confidentiality in the feedback process

We will maintain the confidentiality of all personal information and only disclose it to other relevant parties with your permission or if we are otherwise legally obliged to do so.

What happens when I provide feedback?

Once we have received your comments we will review them and determine whether your feedback is a complaint, compliment or suggestion. Further information is provided on each of the categories below.

How will we keep in touch?

Whether you contact us in person, via email, or by post, we will usually respond to you via email so please provide an email address for us to use. If you are unable to provide an email address, please advise the best method of communication for you.

What is a compliment?

A compliment is an expression of praise or gratitude about an individual, a team or a policy.

What happens when I make a compliment?

We will let you know we have received your compliment and we will pass it onto the individual and/or the team to whom it relates.

What is a suggestion?

A suggestion is an idea or plan put forward for consideration.

What happens when I make a suggestion?

We will let you know we have received your suggestion and we will pass it onto the relevant person(s) to consider your ideas. We will let you know whether we have made any changes as a result of your suggestion.

What is a complaint?

A complaint is an expression of dissatisfaction with West Cheshire Athletic Club that you believe needs resolution. Specifically, it is:

- Where you are unhappy with an official, coach or club member's attitude or behaviour
- Where you believe we have demonstrated poor service
- Where you are unhappy or concerned with how we have handled your personal information
- Where you are dissatisfied with how we have delivered policies, or where you are unhappy with a policy

The complaints procedure should not be used in the following circumstances:

- Safeguarding concerns, these should immediately be referred to the Club Welfare Officer or any WCAC official or coach.
- Concerns relating to an incident which occurred more than 3 months ago

In the first instance of receiving your concerns, we will always try to resolve the issue in the simplest and most direct way possible before entering the formal complaints process.

What happens when I complain?

We will acknowledge receipt of your complaint, review the information you have provided and endeavour to provide a response within 14 days of receipt. If it is not possible to respond fully within this timeframe, we will contact you and explain why.

In our response to you, we will apologise if failures have been made, and consider appropriate actions to take to remedy any failures. We will ensure that we learn from any mistakes to help improve our service.

If after our investigation, we do not agree with the issues raised in your complaint, we will explain why. Finally, we will review lessons learned from complaints and use these to improve the quality of our service. All comments and complaints are taken seriously and given fair consideration.

What if I am not happy with your decision?

If you are not satisfied with the response given you can ask that your complaint is reviewed by another senior officer of the Club. If you are still not satisfied you can refer your complaint to England Athletics www.EnglandAthletics.org