

Palmerston North Bridge Club Complaints Policy and Procedures (Amended December 2021)

Policy

The aim of the Palmerston North Bridge Club is to provide services and experiences that give a high degree of satisfaction. However, in those instances where any person has a complaint to make, then this document outlines the procedures for how the Palmerston North Bridge Club will deal with a complaint.

NOTE: This does not replace the complaints procedure applying to playing sessions; in these instances, the procedure outlined by NZ Bridge shall be followed.

All complaints must be made or confirmed in writing. All complaints are to be dealt with promptly, fairly and confidentially by the President or other Office Holder of the Palmerston North Bridge Club and one or two other Committee members. In the event that the complaint is directed against the President or other Office Holder, the complainant will be offered the opportunity to nominate any other Committee member from the Palmerston North Bridge Club to take the place of the President or other Office Holder in the process outlined below.

Records of all complaints and their resolution are to be documented. Resolutions will be developed for each complaint with the complainant being kept fully informed throughout the investigation and resolution phases.

Procedures

1. Complaints received at the Palmerston North Bridge Club (in writing via email or letter) shall be forwarded directly to the President or other Office Holder and shall be acknowledged in writing by the President or other Office Holder within 48 hours of receipt, advising of the process to be used. This process is to be documented.
2. The President or other Office Holder will convene an Investigation Panel, normally comprising one or two additional Committee members.
3. Each complainant will receive an initial response from the Convenor of the Investigation Panel within two weeks of receipt of a complaint.
4. In the event of a prolonged resolution being determined, the complainant will be provided by the Convenor of the Investigation Panel with monthly updates of progress.

5. All information provided will be treated in confidence. The principles of “natural justice” will be observed. All complaints will be handled sensitively with due regard for cultural and other values held by the complainant and respondent.
6. Receipt of a complaint will not normally adversely affect or compromise access by the respondent to the services managed by the Palmerston North Bridge Club while the complaint is investigated.
7. The Palmerston North Bridge Club Committee Minutes (Part 2) will keep a record of all complaints and the action taken to resolve the complaint.
8. The President or other Office Holder of the Palmerston North Bridge Club will sign off on all complaints.

FINAL