

Complaints Policy and Procedure



Policy Overview

Carnoustie Golf Links takes complaints very seriously and aims to ensure that all visitors and members are pleased with their experience. Complaints will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

The aim is to react to complaints in an efficient and effective manner, and with care and sensitivity. Carnoustie Golf Links aims to learn from any items identified and it welcomes any feedback about any aspect of the service that you find to be less than world-leading.

Procedure

- Any complaint about any aspect of our service, whether it is from a visiting golfer, a CGL Season Ticket Holder or a member of the general public will follow this procedure.
- Complaints can be made in person (customer relation desk), by phone, by email to Leanne@carnoustiegolfinks.co.uk or in writing to; -

Head of Customer Experience
Carnoustie Golf Links
Links House,
Links Parade,
Carnoustie
DD7 7JE

1. If a complaint is made by telephone or in person (at the Customer Relations desk, the Professional Shop, the Management Administration office or to any member of staff) and is of a relatively minor nature, the receiving member of staff will deal with the matter forthwith.
2. If that is not possible, the member of staff will advise the complainant of the appropriate person to contact or they pass details from the complainant about the issue to the appropriate person who will be better placed to resolve the issue.
3. If the matter is deemed to be of a more serious nature, or if it cannot be resolved by both the complainant and the receiving member of staff agreeing on a recourse, a formal complaint should be made in writing to the Head of Customer Experience.
4. Complaint forms are available at the Customer Relations desk in the atrium at Links House and in the Professional Shop, both upon request and a member of our front facing team can help to fill these out for you to best capture the nature of your issue.
5. A written or emailed complaint will be acknowledged **within 3 working days**.
6. We will attempt to resolve the complaint as early as possible, **normally within five working days**. If the complainant is not satisfied after this early resolution or if the complaint is found to be of a serious matter, we will seek to fully investigate the complaint, normally **within twenty working days**.
7. Written submissions or interviews will be sought from all parties and witnesses involved. If we are unable to investigate the complaint within twenty working days we will notify the complainant, giving reasons for the delay and a likely, expected period within which the investigation will be completed.

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8. CGL will respond to the complaint, confirming its decision (if the complaint is being upheld) and any resulting action in relation to the complaint immediately after (as soon as possible) completing any appropriate investigation.
9. If the complaint concerns a Season Ticket Holder and is found to be valid or merit further investigation as a result of the complaint investigation, The Disciplinary Policy and Procedure may be actioned accordingly.
10. If a situation arises where no official complaint has been made but Carnoustie Golf Links is made aware of unacceptable behaviour or actions by anyone using the golf course, practice facilities or any property of Carnoustie Golf Links, the Executive will act as if an official complaint has been received.
11. Full and comprehensive records will be kept of any complaint received as appropriate and in line with GDPR.
12. Complainants have the right to appeal the decision to their complaint. Where possible, someone who has not previously been involved in the complaint will review the appeal. The complainant will be encouraged to provide further evidence or information that may have resulted in a different outcome during the initial investigation and outcome, prior to appeal. A decision to the appeal will be issued in writing. There is no further right to appeal.