

Complaints Procedure

Stevenage Storm Netball Club endeavours to provide a service of the highest quality, however if you are not satisfied with the level of service you receive please follow the following procedure.

Stage 1

If you are not happy with the level of service or have a concern you should raise this with your child's coach as soon as possible. Coaches are able to speak to parents following their child's session.

Stage 2

If the coach you have approached is unable to resolve your complaint you should refer it to the club committee.

You will need to put your complaint in writing and send it to The Club Secretary, 11 Ferrier Road, Stevenage, Herts, SG2 0NU. Alternatively, you can send an email to : stevenagestorm@gmail.com.

The Club has a responsibility for responding to complaints promptly and fairly. You should receive an initial response acknowledging the concern within 5 calendar days and a further more detailed response (if required) within 10 calendar days.

Date : 1st September 2013 (to be reviewed annually)