



DRAFT	Policy # 1.8
Complaints or Issues Raised	Effective Date:
Approved By:	Revision: R Date: 5/7/2021

Purpose: To articulate the process for Members and Patrons to register complaints and/or raise issues, and for Club Manager and Board of Directors to respond thereto, ensuring a consistent, equitable, transparent and timely flow of communication and resolution.

Policy: The Club seeks to maintain a healthy, safe and harmonious facility for all Members and Patrons and to allow all to avail themselves of an environment conducive to spiritual growth for recovery from addictive behavior. Nevertheless, when events transpire, either at the Club or in meetings hosted online by the Club, that give rise to Member or Patron complaints or other issues, it is the Club’s policy to provide Members and Patrons with a clear process in which to engage with the Club in order to address and resolve these issues.

Procedures:

1. Complaint from or issue raised by Member or Patron (“Affected Individual”)
 - a. Must be made by Affected Individual within two weeks of occurrence
 - b. Must be submitted in writing to Club Manager
 - i. Hard copy or email submissions acceptable
2. Club Manager will respond to Affected Individual within one week of complaint or raised issue to determine
 - a. If the complaint or issue requires an action or response, or
 - b. Simply needs to be recorded in the event the circumstance arises again, or
 - c. Doesn’t require anything beyond a verbal suggestion or comment from the Club Manager
3. If the complaint or issue requires an action or response
 - a. Club Manager will respond in writing within two weeks of receipt of initial complaint or raised issue
 - i. Response will be submitted to Affected Individual in the format preferred by Affected Individual (hard copy or email)
 - ii. Club Manager will copy the Board on their response to Affected Individual
4. If the Club Manager’s response is deemed accepted by Affected Individual, no further action is required
5. If Affected Individual responds to Club Manager’s response with continued concerns, the complaint or issue is escalated to the Board within two days
6. Board will either address the complaint or issue directly or direct a Committee to consider the complaint or issue and make a recommendation to the Board

- a. Written response from Board to Affected Individual will be submitted within one month
 - i. Response will be submitted to Affected Individual in the format preferred by Affected Individual (hard copy or email)
- 7. If Board determines a policy change is needed to address Affected Individual's complaint or issue, Board will direct Governance Committee to formulate and submit revised or supplemental policy to the Board within one month
 - a. As with all policies, the revised or supplemental policy will be subject to a vote to adopt by the Board
 - b. Following the vote to adopt, a final response to the Affected Individual regarding adoption (or not) of recommended policy change will be due in writing within one week following the vote to adopt
 - c. Revised policies are published on the Club website and posted in Club

Revision log

- **Policy or form number:**

Rev.	Revision Description	Date	Author