



紀利華木球會
CRAIGENGOWER CRICKET CLUB

Complaints and suggestions handling guidelines

1. The General Committee (GC) has appointed the General Manager as the Complaint/Suggestion Handling Officer (CHO) who is responsible for implementing the guidelines prescribed in this document.
2. **Written complaint.** Upon receipt of a written complaint or suggestion with the writer's name and/or member number, it should be marked with a date chop, serially numbered (e.g. C001-23 or S001-23) and properly kept in a paper and database file respectively.
3. **Verbal complaint.** For a verbal complaint received by a staff member, as far as possible, the staff member should first attempt to help resolve the issue to the satisfaction of the complainant. In the event of an unsuccessful resolution of the complaint, the staff member should request the complainant to put his/her complaint in writing, using a form provided by the club. Thereafter, the written complaint is to be handled in the same way as in (2) above.
4. **Anonymous complaint.** For an anonymous complaint or suggestion received, it should be handled in the same way as in (2) above. On a monthly basis, the CHO should compile a summary of such complaints or suggestions and submit it to the GC for consideration. Subject to any directions of the GC, no further actions are normally taken on such complaints or suggestions.
5. **Member suggestion and Misconduct complaint.** For each complaint or suggestion received, based on its nature, the CHO should classify it into either: (a) a complaint or suggestion relating to club facilities, services or activity arrangements (hereinafter aggregately referred to as a member suggestion); or (b) a complaint relating to alleged misconduct of a club member or a staff member (hereinafter referred to as a Misconduct complaint).

Procedures for handling Member suggestions

6. Upon receipt of a Member suggestion, the CHO should forward it to the pertinent sub-committee/panel chairman/convenor for follow-up actions. The CHO should also send an acknowledgement (together with the case reference number) within 5 working days to the writer of the suggestion informing him/her that the case is being reviewed by the pertinent sub-committee/panel (name to be provided) and that he/she will be informed of the results as soon as possible. On a monthly basis, the CHO should compile a summary progress report on handling Member suggestions for submission to the GC.
7. Upon receipt of a Member suggestion from the CHO, the pertinent sub-committee/panel chairman/convenor should critically review the suggestion, and, as far as possible, deliberate the case at a sub-committee/panel meeting. In evaluating a Member suggestion, the sub-committee/panel needs to consider, inter alia: (a) whether implementing the suggestion will meet with the club's vision and missions, and bring values to members at large; (b) whether it is practically feasible to implement the suggestion; (c) the cost-benefits of implementing the suggestion; and (d) whether implementing the suggestion will give rise to objections from some sectors of members. Thereafter, the sub-committee/panel should draw a conclusion on whether

or not to adopt and implement the suggestion, and, if in the affirmative, the timeframe for implementation.

8. The sub-committee/panel needs to inform the CHO of the conclusion made with reasons for not adopting the suggestion or timeframe for implementation. The CHO should then submit the review results to the GC through the monthly summary progress reports. The GC should make a final decision on whether or not to accept the review results. Thereafter, the CHO should inform the suggestion writer of the GC's decision. The related correspondence, review reports and summary progress reports should be properly maintained in a database file for record purposes
9. **Award scheme.** For a suggestion that will lead to financial savings, improved efficiency and effectiveness of provision of member services, as well as better corporate governance of the club, at the discretion of the GC, an F&B coupon with a value ranging from \$200 to \$500, together with a commendation certificate, may be awarded to the suggestion proponent.

Procedures for handling Misconduct complaints

10. Upon receipt of a Misconduct complaint, the CHO should send an acknowledgement (together with the case reference number) within 5 working days to the complainant informing him/her that the case is being reviewed by the Club and that he/she will be informed of the results as soon as possible. The CHO needs to approach the complainant to ascertain if the complaint is supported by sufficient evidence and sound justifications, and request him/her to provide such if any. The CHO should also approach the defendant (a member or staff) to seek his or her responses to the complaint.
11. Based on the information obtained from both the complainant and the defendant, the CHO should, based on the following factors, make an evaluation on whether or not further actions need to be taken on the complaint: (a) validity: whether the complaint is related to a legitimate concern or issue; (b) relevance: whether the complaint is relevant to the club's policies, procedures or mission; (c) severity: whether the complaint is serious posing potential impact on the club; (d) timeliness: whether the complaint is reported in a timely manner; and (e) evidence: whether there is sufficient evidence to support the complaint.
12. Thereafter, the CHO should submit an evaluation report (with evaluation of the factors in para. 11 above) to the GC with a recommendation on whether further investigations need to be taken on the case. Subject to the GC's acceptance of the recommendation, for a complaint requiring no further actions, the CHO should inform both the complainant and the defendant, as well as the pertinent panel/sub-committee chairman/convenor, of the club's findings and conclusion, which should be recorded in the database file for future reference.
13. Subject to the GC's acceptance of the CHO's recommendation, a complaint recommended by the CHO for further investigations involving a member's or a staff member's alleged misconduct, the GC should respectively refer it to the Disciplinary Panel or Staff and Administration sub-committee for investigations. The GC will decide the way forward based on the review report of the Panel or Sub-committee. Details should be recorded in the database file for future reference.