ENGLAND GOLF COMPLAINTS POLICY

SCOPE

This policy applies to any external complaints about the actions of England Golf. All internal complaints are covered by the employee Disciplinary & Grievance Procedures.

PURPOSE

This policy aims to establish a clear, transparent and accountable system for external parties to raise complaints about England Golf. This policy is also to act as the resolution procedure to resolve disputes between England Golf and its members as required by its Objects in the Articles of Association.

The Board and staff of England Golf are committed to uphold the Corporate Values, which are:

- **BE HONEST**: acting with integrity, trust, fairness, reliability, and transparency
- **BE SUPPORTIVE**: working together to make golf better for everyone, inspiring people to achieve their goals
- **BE EXCELLENT**: continuously improving, exceeding expectations, and setting high standards
- **BE RESPONSIBLE**: being personally accountable and passionate about driving a strong future for golf
- **BE INCLUSIVE**: welcoming and enabling everyone to be involved with golf in England

PROCEDURE

If you consider we have fallen below the high standards you would expect of England Golf and you wish to lodge a complaint you should follow this procedure in order for us to address your concerns effectively and expeditiously.

- Please voice your concerns informally as soon as they arise with the representative of England Golf, with whom you have been dealing. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.

- If your complaint is not dealt with to your satisfaction then please contact the England Golf Governance Department by letter or email. This should explain who you are and also the nature of your complaint, with pertinent details and dates/times, and also the name of the person or persons about whom you are complaining. If you raise a complaint by any other means, you will be asked to put your complaint in writing. If your correspondence is not clear whether or not it is a complaint you may be asked to clarify.

- Any complaints addressed to anyone else in England Golf will be passed to the Governance Department. If the complaints relates to the Governance Department it will be dealt with by another department under the discretion of the CEO.

- We would aim to acknowledge every complaint within two working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint.
• The officer will attempt to respond to you within 10 working days. If this is not possible then you will be notified and provided with an explanation for the delay.

• The result of the investigation will be reported to you, and should your complaint be upheld we will advise you what if any remedy or rectification can be applied. We will write to you to confirm any final agreement or solution.

• If you are still not satisfied with the outcome or the manner in which your complaint has been handled then you should raise the matter with The England Golf CEO within 14 days of our reporting to you.

PLEASE NOTE: If your complaint relates to Disciplinary issues, including handicaps and anti-doping, or safeguarding concerns, then please refer immediately to the Governance Department where the matter will be dealt with in accordance with the relevant England Golf regulations.

CONTACT DETAILS

Please address any complaints to:

The Governance Department:

• England Golf, National Golf Centre, Woodhall Spa, Lincolnshire, LN10 6PU; or
• compliance@englandgolf.org

POLICY ENFORCEMENT

This policy will be enforced by the Director of Strategy & Governance of England Golf.

REVIEW

This policy will be subject to regular review and amendment.