

New Plymouth Contract Bridge Club	
Complaints Policy	
Policy	<p>Objective</p> <p>All complaints will be acknowledged. Investigated and acted on by the appropriate personnel or club committee</p> <p>Procedure</p> <ul style="list-style-type: none"> Complaints may be formally written to the Club Committee and if signed a written response will be given Suggestions may be forwarded via the office slot to be discussed at the next Committee meeting Equipment failures are to be recorded in the Incident book, located in the Office. Urgent issue to be dealt with immediately via a Committee Member who will notify a preferred provider <p>Types of Complaints:</p> <ol style="list-style-type: none"> Playing infringements These will be dealt with by the session Director. If the complainant feels this is not satisfactorily dealt with the Player can request referral to the Appeals Committee. Ethical or Behavioural issues These are referred to the Player Advocate and notified to the President for referral to the appropriate Committee. General Complaints These will be dealt with via the committee <p>Once investigated all actions taken will be fed back to the complainant</p>
Responsibility	NPCBA Committee
Date:	April 2021