

# ROSSENDALE GOLF CLUB – A PROPOSED NEW WAY FORWARD

## Complaints' Process for Members

In the event of a complaint or dispute between members, the following procedure applies.

Complaints may be made verbally on an informal basis but be made in writing if the complaint is to proceed to a formal complaint

Informal complaint – to be dealt with by Captains. In the event that the member is not satisfied with the outcome or there is no resolution from that intervention, the flow chart below comes into play.

