

## **WWYSA Dealing With and Resolving Complaints Procedure**

1. Don't take it personally – the complaining member is not angry with you.
2. Don't argue with the member, become defensive or try to explain the situation. Listen carefully to him or her.
3. Make sure your first statement in response is something that addresses the problem or shows empathy such as: "I'm sorry that you had this problem." "I can see why you would be upset." "Let's see how we can fix this situation."
4. Don't admit wrongdoing (unless it is obviously your mistake). This can be particularly important if there are potential legal issues involved, e.g., a slip and fall.
5. Get the facts. Understand the issues involved.
6. Find out what the member wants (if it is not obvious).to resolve the situation.
7. Offer a solution. Tell the member what you will do and when. Place emphasis on what you can do rather than what you can't do.
8. If the complaint does not require immediate action, record the complaint on a slip of paper in the presence of the member, thank the customer and note that action will be taken.
9. Consider giving the member more than is requested. Remember his/her investment of time and emotion. Consider the lifetime value of the customer to the business.
10. Record name, address and phone number of the member for possible follow up on satisfaction and to identify chronic complainers.
11. Record the problem and solution (including time, place, etc.) so others can learn and evaluate.
12. Follow up with the member, as appropriate, to make sure the situation remains resolved.

If the situation can't be resolved, or you aren't confident to deal with it, give the contact of the committee, so that it can be dealt by them or the committee as a joint team, depending on the problem that has arisen.

Take down details of the complaint on a Complaints form and the members contact details and then pass this onto the the committee for the attention of the Commodore to be actioned by the committee. It will then be followed up by and email.