

FEEDBACK POLICY FOR PGA MEMBERS AND THIRD PARTIES

Feedback is information that has the potential to impact or influence the Association's procedures or business practices.

We welcome all types of feedback. You can help us see where our activities are being done well or where they might be improved.

This procedure is for PGA Members and external parties only. Employees who wish to provide compliments, comments or make a complaint should use the internal Company methods available.

Our Commitment to Feedback

Our aim is to take feedback seriously and deal with it consistently, appropriately, confidentially (when required) and in a timely manner.

Our Procedure

We value your feedback – whether it's compliments, comments or complaints. It's important to us to know what we're doing well, and what we can improve. We are keen to promote a culture of openness and the capacity to respond positively to feedback received.

Compliments and Comments

We will aim to pass on any compliments or comments to the relevant member of staff or department. If you have indicated that you would like a response, we will contact you to confirm receipt of your feedback and if appropriate, tell you what action has been taken.

You can provide comments or compliments in the following ways:

Email us at: tellus@pga.org.uk

Write to us at: Governance Department
PGA National Headquarters
Centenary House
The Belfry
Sutton Coldfield
West Midlands B76 9PT

It is our intention to:

- treat your comments or compliments seriously.
- treat you with courtesy, fairness and where required, discretion.
- we aim to respond within 10 business days.

If we need to make any investigations in relation to your comments or compliments, we will let you know we have received your feedback and if appropriate, tell you how long it will take until we get back to you.

Complaints

We recognise there may be times when our services may not meet expectations or needs and that occasionally things may go wrong. When this happens, it is important that we know, so that we can deal with any problem effectively. If you have a complaint, we will deal with it as quickly and efficiently as possible.

If you experience a problem with any aspect of our work and would like to let us know, please do so in one of the following ways:

Email us at: tellus@pga.org.uk

Write to us at: Governance Department
PGA National Headquarters
Centenary House
The Belfry
Sutton Coldfield
West Midlands B76 9PT

Please provide us with as much information as possible in writing, including:

- The reason for your complaint and any background information you feel is relevant.
- Where, when and what happened.
- The name(s) of anyone involved (if known).
- Your contact details (name, address, daytime telephone number and/or email).
- Suggested actions you think we can take to resolve the matter.

It is our intention to:

- treat your complaint seriously.
- treat you with courtesy and fairness.
- treat complaints of a sensitive nature confidentially - only staff who need to know will be party to information about a complaint.
- we aim to respond within 10 business days although we will always strive to contact you before this timeframe.

We review the subject of complaints regularly to ensure we note any trends and continue our work to improve services provided. Feedback helps us improve the quality of the services and support that we offer.

Resolving Complaints

There may be circumstances where we are unable to investigate or resolve your complaint. We may not be able to consider complaints made anonymously as they are difficult to investigate and impossible to respond to. If your complaint is in relation to an action or policy from one of our Partners, then you will need to contact them directly as per their complaints procedure.

Complaints should be made within 90 days of the incident that gave rise to your concern. At our discretion we may choose to consider complaints raised after this time period if the Association considers there has been an understandable reason for the delay.

Appeals Process

If you have made a formal complaint that has not been resolved to your satisfaction, please inform the Head of Governance in writing at the address above or by email at tellus@pga.org.uk. We will then ensure any appeal is considered and further responded to by a person that the organisation deems most appropriate.