

Survey Results and Solutions. This is part 17 of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website www.clubsofmarlborough.org.nz by clicking on the "About" page.

The first seven issues dealt direct with the percentage results of the various questions asked in the survey but for the remainder of this series I will be reporting on the many numerous suggestions that members freely made about the entire Club operation and what, if any, action will be taken.

Compliments, Suggestions and Complaints.

As noted previously, as part of the survey returns our Members were free in expressing their suggestions and complaints to help us improve on what we do, in fact once collated they filled 14 pages, all of which we are working hard to address.

We also received many compliments from our regular devoted users and we understand that a fair portion of the complaints were historical in nature, but they have all been lodged in the right fashion and in such a way that your Committee and Management can respond too in some way and were possible, fix.

Although it is our intention and indeed instruction to Front Line Staff to resolve any Member problems or suggestions as they occur I also encourage direct Member feedback on any issue and to assist with that process we have official **Compliments, Suggestions and Complaints forms** readily available throughout the Club.

I receive a copy of all formal written Member feedback regardless of what it is and it is also issued to the respective departments for resolve and if it is a complaint or a suggestion the Member will receive some form of formal response.

Every month a schedule of any **Compliments, Suggestions and Complaints** received are tabled at our monthly Committee Meeting noting what action has been taken or required. On average Compliments outweigh Complaints but Committee and Management will only respond too or take a complaint seriously if it is written, addressed to Committee or Management complete with the Members name, membership number and signed.

This is a very valuable tool to address any Member issues as they arise and to help improve on what we provide but if the process is not handled properly it can have an adverse effect.

The Clubs of Marlborough is exactly that, a Club for its financial Members and their families and visitors. Contrary to what some might perceive we are not a public facility and as such we should not "air our dirty washing in public" as we have our own procedures in place

There have been examples of late were some have used a local paper to express their personal thoughts. This is not acceptable as we have no idea who these people are to directly respond too and their statements have not been factual, leaving a false impression of our Club from those that read the paper.

Although rare we have also been a victim of Social Media and I also find this type of medium to vent personal frustrations unacceptable.

So please, if you have an issue or an unsatisfactory experience that is not resolved on the night you are encourage to fill out the appropriate form so that we can take the appropriate action. This is your Club and we will work hard to resolve any issues you may have so please follow the correct procedures

Lee Davis
Chief Executive Officer