



## Complaints Procedure

### 1. Introduction

Complaints and feedback relating to the running of the Club Licensing process may be received at any time from any stakeholder. Complaints need to be managed effectively and in a timely manner to ensure, where possible, resolution and satisfaction for all parties.

### 2. Objectives

The objectives of the complaints procedure are to ensure a consistent handling of comments received about the service provided by the licensor and ensure that the licensor handles complaints in a positive and constructive manner.

### 3. Scope

Complaints may be lodged by any stakeholder e.g. licence applicants/licensees, supporters, sponsors, media etc.

Complaints will not be considered against direct decisions of the Club Licensing Committee or Club Licensing Appeals Committee regarding the award, refusal or withdrawal of a Club Licence in accordance with 3.5.2 of the present QSLM Club Licensing Regulations.

### 4. How to lodge a Complaint

Complaints must be received in writing; no verbal communications will be considered. Written complaints may be in the form of letter, email, or other confirmed electronic means.

It is the responsibility of the complainant to lodge the written complaint directly with the Club Licensing Administration. The complaint should detail a return method of communication.

There is no fixed timeframe for the submission of complaints and they may be lodged at any time.

## **5. Receipt & Processing of a Complaint**

Within 3 working days of receipt all complaints will be logged in the Complaints Log, assigned a unique reference number and acknowledged to the complainant.

## **6. Follow-up & Investigation**

The Club Licensing Manager is responsible for following up on all complaints and ensuring that whomever lodges a complaint is seen to as soon as possible within a reasonable period of time from the date of receipt of the complaint.

All efforts will be made to rectify all situations (see Close-Out Procedure below).

## **7. Monitoring of Complaints**

The Complaints Log will be reviewed periodically, and at least annually, to ensure there is no repeat or reoccurrence.

The Complaints Log will be presented to the Club Licensing Review meeting on an annual basis.

The original copy of the complaints log will be held in a secure cabinet within the Business Planning & Club Licensing Department offices.

## **8. Close-Out Procedure**

The Club Licensing Administration will endeavor to close out any complaints and provide a final response, in writing, to the complainant within 21 days of the initial receipt of complaint.

If the complainant is not satisfied with the complaint resolution at that stage, he/she may write to the QSL CEO for further action / investigation if deemed necessary / appropriate.

#### **9. Communication of Procedure**

A copy of this procedure will be uploaded and maintained on [www.gsl.com.qa](http://www.gsl.com.qa) .