

**Black Country Constructing Excellence Club
Feedback & Complaints**



(1) Overview

The views of our members and visitors to our web site are important to us. Whilst we believe that we take good care in ensuring the information contained within this web site is correct and we try to maintain the quality of our service things sometimes slip past and lead to complaints. We also restrict the use of the site and areas such as the forum through our Conditions of Use but occasionally users and contributors may breach those conditions beyond our immediate control so we appreciate you giving us feedback if you spot something that should not be being published on our web site.

If you think there is something wrong on this web site please tell us about it. Feedback and complaints will help us improve and allow us to put mistakes right.

(2) Feedback Procedure




- ✉ E mail us at website@blackcountryceclub.com
- ✉ Please enter WEB SITE FEEDBACK as the subject of your e mail
- ✉ Tell us your feedback
- ✉ Let us know if you want a response

(3) Our Complaints Procedure

- ✉ E mail us at website@blackcountryceclub.com
- ✉ Please enter WEB SITE COMPLAINT as the subject of your e mail
- ✉ Include within the e mail your full contact details please
- ✉ If the matter is more urgent contact the Chairperson or Deputy Chair by telephone using the details listed under "Our Management Team"
- ✉ We will ultimately require your complaint to be in writing via e mail
- ✉ Your complaint will be investigated as quickly and as thoroughly as possible. We may decide to remove offending or allegedly incorrect material immediately and temporarily until the investigation is complete. Typically we would expect this to be in the order of 15 working days.
- ✉ We will respond to you as soon as we have concluded the investigation, and may in any case contact you as part of the investigation
- ✉ If we find your complaint to be reasonable and correct we will take action to reverse the cause, contact you to apologise and if considered appropriate publish an apology on the web site

(4) Continuous Improvement

The principles of the Club are founded on continuous improvement, therefore when we receive a complaint we endeavour to:

-  Consider the cause and the effect
-  Learn from it
-  Take action to stop it happening again

We always endeavour to treat your Feedback in a similar manner.