



Golf Growth Group Complaints Procedure

At Golf Growth Group, we understand that things may not always go as planned. If you ever feel we haven't met your expectations, we want to hear from you. Our goal is to resolve any issues quickly and to your satisfaction. Here's how you can raise a complaint and what you can expect from us:

How to Report a Complaint:

- 1. Contact your Account Manager:**
 - The first step is to talk to us via contact@thegolfgrowthgroup.co.uk, your assigned Account Manager will then be in contact to help resolve your issue.
- 2. Resolution Timeline:**
 - Most complaints will be resolved within **10 working days** from when we receive your complaint.

What Happens Next:

- **If your complaint is resolved within 10 working days:**
 - You will receive a **Summary Resolution Communication**. This will confirm that your issue has been resolved, and it will outline any further actions if necessary.
- **If we cannot resolve your complaint within 10 working days:**
 - We will send you an **Acknowledgement**. This will explain our complaint-handling process and what the next steps are.
- **If your complaint takes longer than 30 working days:**
 - You will receive a **Final Response**. This detailed response will include:
 - An explanation of our investigation.
 - Our decision on the issue.
 - Any next steps, if applicable.

This final response will be sent by the **Head of Customer Experience** and delivered in writing.

Keeping You Informed:

Throughout the process, we will stay in regular contact with you, keeping you updated on the status of your complaint and what's being done to resolve it.

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