BARNSGROVE

GREYWELL | HAMPSHIRE

Barnsgrove Complaint Procedure

At Barnsgrove, we are committed to resolving any issues our members may have with our services or membership, quickly and effectively.

To ensure that the issue is addresses promptly, please follow the following steps below:

Raise the concern

The member should raise their concerns as soon as possible with a team member at Barnsgrove. They can speak directly with any team member or email office@barnsgrove.com

Initial review

Once a complaint has been received, if a simple resolution cannot be found immediately, it should be reported to the person in charge of that area or the Concierge.

- Front of House: India Ottway
- Clubhouse: Charles Deane
- Wellness: Hannah Paradise
- Events: Purdy Wilson
- Membership: Alison Williams

Escalation

If the issue cannot be resolved at the previous level, the complaint should be escalated to Jo Butler for further review.

Outcome confirmation

The member needs to confirm if they would like the outcome of the complaint to be provided via email.