

## **ACLE TENNIS CLUB**

### **COMPLAINTS AND SANCTIONS POLICY AND PROCEDURE**

In the event that any member, volunteer, coach, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or Code of Conduct of Acle Tennis Club have been broken by anyone they should follow the procedures below:

If your complaint concerns safeguarding children or a vulnerable adult please address directly to the Welfare Officer, Belinda McIntosh [belindajmcintosh25@gmail.com](mailto:belindajmcintosh25@gmail.com) mobile 07796 161810

All other complaints should be written /emailed formally to the Club Secretary, Liz Lake, [secretary@acletennisclub.org.uk](mailto:secretary@acletennisclub.org.uk) but may be also be expressed verbally to a member of the management committee if present at the time. They should include:

- a) details of what occurred – the date, time and place;
- b) any witness details and statements;
- c) names of those affected providing they consent to having their names disclosed;

#### **Sanctions and Procedures**

A Sub -Group of the Committee will be asked to record and investigate the complaint and may arrange a meeting to which they have the option of inviting both parties.

The Sub- Committee will report to the Management Committee who will take into account any background information or personal circumstances which may have affected the behaviour of the member. They will consider if a member is guilty of conduct which has or is likely to have a serious adverse effect on the club or any of the members or bring the club or any of the members into disrepute.

They will consider any external advice (from the LTA) if sought.

The Committee has the authority to impose any of the following sanctions:

- 1 A warning about conduct is issued
2. A member may be disqualified from a tournament (if applicable)
3. Membership is suspended.
4. The member is expelled from the club
5. if the member is expelled there should be no refund of his/her membership fees.

Notice of suspension or expulsion from the club must be given to the member who will be given an opportunity to appeal within 7 days as to why his/her membership should not be terminated. The full committee will thereafter consider the appeal made by the member and inform the member of their decision following such consideration. There shall then be no further right of appeal from a decision made by the Management Committee at this stage to terminate membership.

If the complaint concerns a coach, the committee will refer to sanctions as laid out in the Coach's contract.