

COMPLAINTS AND APPEALS PROCESS FOR VENUES

It is important for venues to have complaints and appeals processes as this enables individuals to have opportunities to give feedback or query a venue's actions and decisions.

If someone chooses to raise a complaint or appeal a venue's decision, the process should be:

- Timely
- Objective
- Easily accessible to all parties.

When creating your complaints and appeals process, you should consider:

- How an individual lodges a complaint or appeal, including what information should be included
- Who to appoint to investigate the complaints (note it must be someone who is independent from the original incident, in order to handle the complaint as objectively as possible). You might choose a committee member, or external mediator
- How all parties will be fairly heard in the process, including whether any individuals require additional support in the process such as bringing a companion to the meeting
- How long after a decision an individual is able to make an appeal (recommended: up to 14 days after being notified of the first decision)
- The criteria by which someone can appeal (for example, new evidence; due process has not been followed)
- How the individuals will be notified of any decisions made (recommended: in writing within 10 days).

Please note that the LTA does not offer an arbitration, dispute resolution or independent enquiry service.

For more information:

- You can find local mediators online
- Sport Resolutions is an alternative appeal body should a venue choose to pay for an external party to conduct the appeal: www.sportresolutions.co.uk
- For employment-related disputes, you can contact Baseline (0344 571 7986) or ACAS for advice and support: www.acas.org.uk

