



Billericay Lawn Tennis Club Limited Complaints Policy & Procedure

1. Scope

This is the policy that Billericay Lawn Tennis Club will follow if your complaint is about someone's conduct or behavior. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

2. Committee Responsibilities

The Club President and the Committee with the approval of the wider committee, have overall responsibility for the implementation of the Billericay Lawn Tennis Club Complaints policy and procedure. In particular they are responsible for ensuring that the policy is widely communicated and that its effectiveness is monitored.

The person designated with specific responsibility for Complaints is the **CLUB SECRETARY – JULIET O'MAHONY**

3. Commitment Statement

- You have the right to complain Billericay Lawn Tennis Club takes complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.
- Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.
- Fairness: Billericay Lawn Tennis Club believes that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
- Safety and welfare take priority: Billericay Lawn Tennis Club will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.
- Billericay Lawn Tennis Club treat complaints as confidentially as possible.
- Sometimes we have to discuss complaints with other organisations'. If we are worried about a risk to a person or to the public, Billericay Lawn Tennis Club might need to pass on our concerns to the right authorities. If necessary, we will get advice from organisations such as the Police, Social Services or the LTA.

4. Making a Complaint.

If you have a complaint, it is often best to start by having a conversation with a club coach, welfare officer or a member of the committee. They may be able to help to resolve your problem.

Should you feel the complaint is still unresolved you could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be investigated further, you will normally be asked to put your complaint in



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writing. Billericay Lawn Tennis Club accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

5. Complaint Investigation

- Billericay Lawn Tennis Club will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all the relevant people.
- Billericay Lawn Tennis Club will try to gather any information that may be relevant to handling your complaint as quickly as possible.
- Billericay Lawn Tennis Club may sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness.
- Billericay Lawn Tennis Club will not share information if we think that this will endanger someone's safety or welfare.
- The outcome of the complaint will be discussed and agreed at the Billericay Lawn Tennis Club committee meeting scheduled as soon as is reasonable after the complaint is received in writing.
- You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, the Club Secretary will keep you informed.
- If your complaint leads to formal disciplinary action against someone, Billericay Lawn Tennis Club will usually inform you about the outcome. Billericay Lawn Tennis Club will not tell you the outcome if that person is a child, or if Billericay Lawn Tennis Club believes that telling you would create a risk to other people. In this situation, Billericay Lawn Tennis Club will still try to tell you about how you are affected by the action that has been taken.

6. Possible outcomes or results of a complaint at BILLERICAY LAWN TENNIS CLUB

In many cases, it is expected to resolve problems informally. This might include:

- An explanation or apology
- An agreement to communicate or act differently in future
- A change in arrangements for particular activities
- Formal disciplinary action under the Billericay Lawn Tennis Club articles of Association
- Formal disciplinary action against a member
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.



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- Closure of your complaint without action

Sometimes it can be useful to speak directly to someone outside Billericay Lawn Tennis Club

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the complaint with someone at Billericay Lawn Tennis Club
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

The LTA can advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- Billericay Lawn Tennis Club welfare officer **MICHELLE GALLEY**
- Childline, or the NSPCC advice line, local Social Services, Police – please refer to Billericay Lawn Tennis Club safeguarding policy.

For Questions or queries about this policy or making a written complaint

Any member of the Billericay Lawn Tennis Club committee: e-mail links on website

Written Complaints should be made to the **CLUB SECRETARY** –

e-mail: clubsecretary@billericayltc.co.uk or at the address below

If the matter is concerning a child you could also contact

Billericay Lawn Tennis Club Welfare Officer **MICHELLE GALLEY**

e-mail: welfareofficer@billericayltc.co.uk