



Bishop's Castle Tennis Club

## Complaints Policy

Sept 2023

Bishop's Castle Tennis Club hopes that your tennis experience is welcoming and enjoyable. The Club works hard to get things right, however, if you have a complaint about your experience please let us know. We regard complaints as an opportunity to review and improve.

In the event that you are unable to resolve your issue at a local level, this policy tells you how to make a complaint at Bishop's Castle Tennis Club.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. 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.

## Values and Principles

You have the right to complain: we take 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:** we believe 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:** we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** we 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, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

## How to make a complaint

Complaints will be managed by the Club Chair and co-ordinated by the Member Secretary. Please email [complaints@bishopscaletennis.org](mailto:complaints@bishopscaletennis.org)

## What will we do to investigate?

We 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 of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

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. We will not share information if we think that this will endanger someone's safety or welfare.

## **How will I know what is happening?**

**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, we will keep you informed. If your complaint leads to disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

## **What are the possible outcomes or results of my complaint?**

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- Close the complaint without any action

If an informal resolution is not suitable then, representatives from the committee will look at the information about the case and make an informed decision on the most appropriate action to take.

There may be occasions when a decision is taken to refer the case to another organisation such as the LTA, Police or Social Services.

## **Is there anyone else I can talk to?**

Sometimes it can be useful to speak directly to someone outside the place to play:

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

The LTA is able to 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:

LTA: 0208 487 7000

LTA email: [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)

NSPCC: 0808 800 5000

The police in an emergency (999)

Local Authority Children's Services (0345 6789021)

Local Authority Adult Services (0345 6789044)

Designated Officer (England only) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer is Ian Brett. His email contact details are: [isbrett@outlook.com](mailto:isbrett@outlook.com)