



COMPLAINTS POLICY AND PROCEDURE

Braid LTC ("the Club") is committed to providing a friendly, positive and safe sporting environment for its members. The Management Committee aims to ensure that members uphold a high standard of behaviour on a tennis court, within the Club's premises and whenever representing the Club.

1.0 Objectives

- 1.1 To make members aware of the Club's policies and codes of conduct;
- 1.2 To deal with all complaints in a fair and transparent manner; and
- 1.3 To provide clear instructions to members and non-members so they are aware of the procedures that will be taken if a complaint is received.

2.0 Consideration of the Complaint

- 2.1 A complaint must be submitted in writing to the Club Secretary within 14 days of the incident that gave rise to the complaint. The Management Committee has, however, complete discretion whether or not to accept and investigate a complaint submitted more than 14 days after the incident that gave rise to the complaint.
- 2.2 Where the complaint relates to a person's conduct or behaviour, the letter of complaint should include *inter alia* the following: details of what occurred, the time and the date; details of when and where the conduct or behaviour took place; and details of any witnesses to the conduct or behavior concerned.
- 2.3 Upon receipt of the complaint, the Club's Welfare Officer will, in the first instance, endeavour to resolve it informally. This might include:
 - A change in arrangements for particular activities;
 - An explanation or apology: or
 - An agreement to communicate or act differently in future

If the complaint is not capable of being resolved informally the Club's Welfare Officer will advise the Management Committee who will convene an Investigating Committee consisting of three members of the Management Committee to investigate the complaint, produce a report of their findings and make recommendation as to any action felt appropriate.

- 2.4 The Investigating Committee has the power to ingather all written and other evidence including, without prejudice to that generality, witness statements and other supporting papers and may interview the person who is the subject of the complaint, the complainer and any witnesses to the conduct or behaviour giving rise to the complaint. Members of the Club (whether the subject of a complaint, the complainer or a witness) are expected to co-operate fully with the Investigating Committee. If any member of the Club (whether the subject of a complaint, the complainer or a witness) refuses to co-operate fully with the Investigating Committee, the Investigating Committee has power to draw whatever inference it deems fit from such refusal.
- 2.5 The Investigating Committee may, at its sole discretion, decide the complaint without holding a hearing. In the event that it decides to hold a hearing the parties (the subject of the complaint and the complainer) will be entitled to attend, present their evidence and make representations in person. They shall be entitled to be accompanied by one relative, friend or legal representative, who may make representations on their behalf if the Investigating Committee, in its sole discretion, so decides. In the case of members under 18 years of age, a parent or legal guardian is expected to attend and is entitled to make representations on behalf of the member in question.
- 2.6 After reviewing a case the Investigating committee will produce a written report of their findings and make recommendation as to any action felt appropriate. The Investigating Committee may recommend one of the following outcomes:
- (a) No further action is necessary;
 - (b) A warning as to future conduct;
 - (c) Suspension from membership;
 - (d) Removal from membership;
 - (e) For non members:
 - (i) Exclusion from the Club, either temporarily or permanently; or

- (ii) Refusal to accept current and/or future membership applications

The Investigating Committee's report will be passed to the Management Committee for final decision.

3.0 Action

- 3.1 On receipt of the Investigating Committee's report the Management Committee, who have the discretion to depart from the Investigating Committee's recommendations if considered appropriate, will determine the action to be taken. The Management Committee will have the power to impose any one or more of the following sanctions on the subject of the complaint:

- (a) No further action is necessary
- (b) A warning as to future conduct;
- (c) Suspension from membership;
- (d) Removal from membership;
- (e) For non members:
 - (i) Exclusion from the Club, either temporarily or permanently; or
 - (ii) Refusal to accept current and/or future membership applications

- 3.2 In the case of (c) Suspension from membership or (d) Removal from membership, the member concerned shall not be entitled to any whole or partial refund of the annual subscription paid for the relevant subscription year.

- 3.3 The Club Secretary will write to the respondent (the subject of the complaint) (sending by first class post) confirming the Investigating Committee's findings and the subsequent Management Committee decision.

4.0 Appeal

- 4.1 The respondent has the right to appeal against the decision of the Management Committee and must submit written notification of this intention to the Club Secretary within 14 days of the date of that decision.

Any penalties imposed by the Investigating Committee will be suspended pending the determination of the Appeal. The Management Committee has, however, complete discretion whether or not to accept an Appeal submitted more than 14 days after the date of its decision.

- 4.2 Upon receipt of a timeous Appeal the Management Committee will convene an Appeal Panel. The Appeal Panel will consist of three Management Committee members none of whom sat on the Investigating Committee in connection with the original complaint.
- 4.3 After reviewing the Appeal the Appeal Panel will produce a written report of their considerations and detail their final decision.
- 4.4 The decision of the Appeal Panel shall be final.
- 4.5 The Appellant will be notified of the Appeal decision in writing.

5. General

- 5.1 In the event that any matter arises or circumstance occurs for which this Complaints Procedure does not make express provision, the Management Committee shall have complete discretion as to how to proceed.
- 5.2 If a complaint is made about a member of the Management Committee the person complained about will absent themselves from that Committee's meeting called to determine the outcome unless called to give their account.