

# Bramhope Tennis Club

## Complaints & Appeals Procedure

All members are free to make complaints on any aspect of the Club, its management and its members.

We will ensure that complaints are listened to carefully, and that members are treated with respect, fairness and confidentiality when making a complaint. Individuals who require additional support in the process may bring a companion to any meeting held.

Complaints by Members should be made in writing to the Club Secretary, Roger Fayle ([rogerfayle@gmail.com](mailto:rogerfayle@gmail.com)), and will be reviewed by the Club Secretary and Chair in the first instance. If either of those individuals is the subject of the complaint, then the Vice Chair or Treasurer will review the complaint.

We will endeavour to address all complaints within 14 days, and we will reply in writing.

If you are unhappy with the response from the review, or if new evidence has come to light, then you should appeal in writing within 14 days of being notified of the first decision. We will then appoint the Chair to conduct an appeal.

All complaints and their outcomes will be reported to the Committee, but will not be recorded in any minutes.

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