



Brooklands Complaints, Disciplinary & Appeals Policy

Complaints

All members are free to make complaints on any aspect of the Club, the coaches, volunteers, committee and members. We will ensure that complaints are listened to carefully and that complainants are treated with respect, confidentiality and fairness when making a complaint.

Complaints should be made in writing to the Club Secretary or Club Welfare Officer in first instance. If either of those individuals is the subject of complaint, then the Chairperson will review the complaint. We treat all complaints as confidentially as possible.

We will endeavour to address all complaints within 14 days and we will issue a first reply in writing within 7 days. If the matter is urgent we will respond more quickly.

Disciplinary Procedure

In many cases, we will be able to resolve problems informally, but if informal resolution is not suitable then the Chairperson will appoint a panel of three committee members to hear the disciplinary case. The Panel will hold the disciplinary hearing within fourteen days of notifying in writing the member subject to the disciplinary procedure.

The Panel will have the following sanctions at its disposal under the disciplinary procedure.

- (i) Issue a warning about future conduct.
- (ii) Impose a fine where applicable. The member being fined will be informed in writing of the amount and the date, which it must be paid. All fines will be paid to the Treasurer. Failure to pay the fine will result in further options being invoked.
- (iii) Recommend the member undertakes a period retraining or re-education if applicable.
- (iv) Impose a period of suspension for a defined period. During the period of suspension, the member is suspended from all activities at, or on behalf of, Brooklands Tennis Club and therefore

shall be ineligible to participate as a member in the affairs of the club.

The member shall be informed in writing of the reasons for the suspension and the date from which the suspension shall commence. The member may invoke the appeals procedure. If the decision of the appeals procedure finds in favour of the member the Club Secretary shall inform the member in writing of the date from which he/she is reinstated.

(v) Terminate the membership of the person where it has been clearly demonstrated that a serious breach of the Club Constitution has taken place. The individual member shall have the right of appeal before the final decision is made.

The decision of the disciplinary Panel should be notified in writing by the Club Secretary to the member within 7 days of the hearing. If the disciplinary action arose from a complaint by a member this member should also be notified in writing of the decision of the Panel.

Appeals

A member may appeal a decision of the disciplinary Panel. The appeal must be made in writing to the Secretary within 7 days of the member being notified about the decision of the disciplinary Panel. This appeal will be heard by a separate Appeals Panel of three committee and/or club members appointed by the Chairperson in conjunction with the Welfare Officer. None of the Panel members will have been part of the original disciplinary Panel or witnesses to the hearing.

The appeal will be heard within 14 days of the receipt of the letter of appeal. The decision of the appeals Panel should be notified in writing by the Secretary to the member within 7 days of the hearing. If the disciplinary action arose from a complaint by a member this member should also be notified in writing of the decision of the appeals Panel.