



BROSELEY
TENNIS CLUB

Complaints Policy

This policy tells you how to make a complaint at Broseley 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.

Complaints Procedure

In the event that any member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

1. Report the matter in writing to the Welfare Officer or another member of Broseley Tennis Club management committee. The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e) details of any former complaints made about the incident, including the date and to whom such complaint was made;
and
- f) an indication as to the desired outcome.

2. On receipt of a complaint Broseley Tennis Club management committee or representatives of the management committee:

2.1 will request that both parties to the complaint submit written evidence regarding the incident(s);

2.2 may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;

2.3 may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;

2.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):

- a) warn as to future conduct;
- b) suspend from membership;
- c) remove from membership;
- d) exclude a non-member from the facility, either temporarily or permanently;
- and
- e) turn down a non-member's current and/or future membership applications.

2.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint once a decision has been made.

2.6 Either party may appeal a decision of the management committee to the County Association (including a decision not to hold a hearing) by writing to the [County Secretary] within 3 months of the Place to Play's decision being notified to that party.

3. If the nature of the complaint is with regard to the management committee or other body or group in the Place to Play, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.