

# Buckden Tennis Club – Complaints & Appeals (Grievance) Procedure

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## **1. Purpose of this procedure**

This internal procedure provides a means for you, our Members, to raise your concerns with us; or about health and safety, or about how you have been treated by another Member. The procedure may also be used to raise concerns about incidents of discrimination, harassment or bullying. This procedure excludes matters related to Club Rules and Bye Laws which should be referred to the Club Secretary. Safeguarding matters are to be considered under the Club's Safeguarding Policy.

**We strongly encourage you to use this procedure, as it will provide us with an opportunity to try to resolve your problems simply, quickly and fairly.**

## **2. Dealing with grievances informally**

In the first instance, you may seek to resolve matters informally. This is a useful way of resolving some problems quickly and easily. For example, if you are concerned about the behaviour of another person, or about a decision they made, you may prefer to speak to that person directly to explain your concerns and try to work out a satisfactory solution between yourselves. You may also try to do this with the help and support of a General Committee Member or the Head coach.

If the informal process fails to resolve your problem, you may then try to find a solution through the formal procedure.

There are limits to the informal option. It is unlikely to be suitable for dealing with very serious incidents of misconduct as it will not involve a formal investigation of your concerns or lead to disciplinary action against any other person. In situations where a more in-depth investigation and a disciplinary outcome may be needed, then the formal procedure would be more suitable.

## **3. Dealing with grievances formally.**

The formal procedure consists of the following steps-

### **Step 1 – starting the process**

Try to bring the matter to the General Committee attention as soon as possible. Do this by informing the, Club Secretary of your grievance in writing. Set out brief details of what concerns you and explain how you believe it may be resolved. The Club Secretary will forward this to the relevant General Committee member.

### **Step 2 – invitation to a meeting**

On receiving the written notice of the grievance, the General Committee member will invite you to a meeting. We will normally aim to hold the meeting as soon as possible, but otherwise without unreasonable delay.

You will also be informed that you may be accompanied at the meeting by a fellow member.

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All witnesses who give information will do so privately and not in the presence of anyone else who was involved in, or who was present during, the events giving rise to the grievance. All information or evidence provided by witnesses will be treated as confidential.

## **Step 6 – making a decision and informing the parties**

Having obtained all relevant information, the General Committee Member will consider whether the facts support the grievance and, if so, what action, if any, needs to be taken, or whether other action is warranted. The General Committee Member will prepare a written report of the investigation and its findings.

As soon as possible afterwards, you will be informed about the outcome of the investigation. This will be done in a meeting, if possible, and will be confirmed in writing. You will be informed of your right to submit an appeal against the findings in the event that you are not satisfied with the outcome.

Any person affected by the findings of the investigation, particularly any Member against whom allegations of harassment, bullying or other misconduct were made, will be informed about the outcome of the investigation too. This will be done in a meeting, if possible, and will be confirmed in writing.

## **Step 7 – Appeals**

Where the grievance has not been upheld and/or where you are not otherwise satisfied with the outcome, you will have an opportunity to submit an appeal and to attend an appeal meeting.

Inform us of your wish to appeal within 15 days of the outcome of the investigation. Put your request in writing. Set out brief details of the reasons for your appeal. This should be sent to the Club Secretary.

You will be invited to an appeal meeting. We will normally aim to hold the meeting as soon as possible, but otherwise without unreasonable delay. You may be accompanied at the meeting by a Member.

Where possible, the appeal will be considered by the Appeal Committee (Club Chairman, and Club Captains), the Appeal Committee who hears the appeal will try to consider it as impartially as possible.

As soon as possible after the appeal meeting, or otherwise without unreasonable delay, you will be informed of our final decision in writing.

## **Step 8 – what happens next?**

Where the grievance has been upheld, and especially where there has been a finding of harassment or bullying we will take all reasonably practicable steps to reassure and protect you from further such acts.

Where it is concluded that it is appropriate to take further action against certain members, this will be considered by the General Committee. The General Committee 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):