



FEEDBACK, COMPLAINTS & APPEALS POLICY

Feedback, Complaints and Appeals Policy

This policy describes opportunities for individuals to give feedback on, to query and to appeal, the club's facilities, actions and decisions and the process by which the club shall manage them.

Feedback

1. Feedback is always welcomed and may be submitted by email to info@calnetennisclub.com (which will be automatically forwarded to all committee members), or by email to the Chairman or an individual committee member.
2. If the matter is non-contentious and can be dealt with 'on the spot', then verbal feedback to the Chairman or a committee member would be perfectly acceptable.
3. Where feedback is potentially contentious, and a more formal response is desired then it must be submitted in written form and include the following details:
 - a) full name and contact details of person submitting the feedback;
 - b) date submitted;
 - c) date of occurrence/observation/etc. (where appropriate);
 - d) full description of the nature of the feedback including name(s) (where relevant);
 - e) suggestions for remedy (where appropriate).
4. Feedback should not be anecdotal and should not be submitted on behalf of a group or third party other than if the third party is a child or vulnerable adult. Note that safeguarding matters should always be dealt with using the Club's Safeguarding Policy.
5. Feedback will normally be managed by the Committee at its next meeting, but urgent matters will be considered by the Committee more quickly wherever possible. A response will be sent to the originator of feedback within 4 weeks of the submission date.

Complaints

6. Complaints must always be submitted by email to info@calnetennisclub.com, except that, if the matter concerns a committee member, then should be submitted by email directly to one or more of the committee members who is/are not named as the subject of the complaint.
7. Complaints will always be investigated by someone who is independent of the original incident to enable it to be handled objectively. Wherever possible complaints will be investigated by at least two committee members, one of whom will be a Welfare Officer.
8. The information required in any complaint must include that listed above for 'feedback' plus (where appropriate) the time of occurrence, names of anyone present, together with any other evidence and relevant information.

9. All parties will be heard fairly in the complaint investigation process and additional support, such as bringing a companion to an investigation meeting, will be permitted where appropriate.
10. The finding(s) of a complaint will always be communicated to the complainant and the subject of the complaint and all reasonable efforts will be made to resolve the matter expeditiously and appropriately.

Appeals

11. Both the person making a complaint, and the subject of the complaint, may appeal against a decision following a complaint up to 14 days after being notified of the first decision but only if new evidence has come to light that was not known by those investigating the original complaint or if there is clear evidence that the complaints and appeals policy has not been followed.
12. An appeal shall be submitted in writing to the person who signed the complaint decision notice with a copy to either the club Chairman or another committee member as appropriate.
13. An appeal shall be conducted by someone independent of the original incident, the complaint investigation, and any decisions arising from the process, to enable the appeal to be handled as objectively as possible. It is likely that at this stage a non-committee member of the club may be asked to join the appeal process to ensure at least 2 persons conduct the appeal.
14. The appellant shall be notified of any decision(s) made on appeal within 10 days of the date of the club receiving an appeal.
15. If an appeal results in a substantive change to the outcome of the original investigation, then the results of the appeal shall be communicated to both the appellant and the subject of the complaint and then the matter shall be treated as closed.

Note that Calne Tennis Club will retain copies of all written/typewritten matter relating to feedback, complaints and appeals for a period of 3 years from the original date of receipt.

This policy is endorsed by the Calne Tennis Club Committee.

Policy Owner: Derek Warnett
Policy approved by: Claire Bielby, Club Chair
Date Policy approved: 10th October 2023
Next review Date: October 2025