

CUSTOMER GUIDANCE: LTA SUPPORT AND COMPLAINT HANDLING

05/10/2021

HOW CAN WE HELP YOU?

Your tennis experience is important to us – and we want to help.

This guide will help you, the customer, find out how to get in touch with us if you have any issues.

WHAT DOES THE LTA DO?

We, the LTA, are the national governing body of tennis for Britain.

We are responsible for tennis in Britain – from grass roots to the pro game. Our vision is [‘Tennis opened up’](#) and we want to make sure your voice is heard.

The LTA helps registered tennis venues to grow their membership and be financially sustainable.

We provide advice and training to help venues answer questions from their customers. If you have an issue, you should always try to **speak to someone at the registered venue where the issue arose**.

A key part of the LTA’s role is to **uphold standards** within the game. We take any safeguarding and misconduct issues very seriously and we have our own LTA Disciplinary Code.

We also provide a confidential reporting service, if required, for anyone who has serious public interest concerns.

HOW CAN THIS GUIDE HELP YOU?

This guide lists where you can find the advice you need – with details of the areas covered by the LTA Customer Support Team.

See below for the different areas where our team offer help.

Please review the details below to help you decide the best route for your query; this will help to ensure it is directed to the appropriate team. Should you follow the wrong route, we will inform you and pass the query through to the correct route.

<u>Venues (registered with the LTA)</u>	The LTA supports registered venues to deal with their own queries. Please follow the specific procedures of the registered venue to raise any queries between members and the venue, between individual members or those arising at events /competitions.
<u>LTA Customer Support Team</u>	The team deals with the majority of LTA queries but if it is best dealt with elsewhere, they'll let you know.
<u>Safeguarding</u>	Follow the link for an explanation of what may be covered under safeguarding and the process to follow.
<u>Discipline</u>	Follow the link for an explanation of what misconduct is and the process to follow.
<u>Serious Public Interest Concerns</u>	Follow the link for an explanation of when you may use this route, via Safecall, for serious public interest concerns.

WHERE SHOULD YOU DIRECT YOUR QUERY?

LTA Registered Venues

If your query relates to an LTA registered venue and is **not a safeguarding issue or a disciplinary matter falling under the Disciplinary Code**, it should be dealt with directly with your venue.

Issues including the following should be dealt with locally (please follow your venue's procedure for reporting issues or write to the relevant person e.g. chairperson, treasurer etc).

- Any issues between members and the venue
- Any issues between individual members
- Any issues arising from local events and competitions

If you are unsure who to approach or are having difficulty contacting someone at your registered venue, please get in touch with the LTA Customer Support Team who will help you find the right person.

LTA Customer Support Team

The LTA Customer Support Team is here to help on lots of different issues. The team can't directly help with the following though – but can re-direct your query to the most appropriate team.

- [Venues](#) (local queries as outlined above)
- [Safeguarding](#)
- [Disciplinary](#)
- Any other query which is covered by another policy, procedure or process (such as the [LTA Disciplinary Code](#), [LTA Competition Regulations](#), [LTA Privacy Policy](#), LTA selection policies, etc.).

It is likely that your query will be covered in one of our FAQs. Please follow the link to [Help and FAQs](#). These provide answers on a full range of subjects with links to further information, too.

If you can't find what you need via Help and FAQs and/or you need to raise something specifically please follow the link to our [Contact Us Page](#). This online form can be used to address your query directly to the LTA Customer Support Team.

The LTA Customer Support Team will:

- Acknowledge your communication and/or redirect it within one working day
- Aim to answer your query in the simplest and quickest way for you, while also making sure you have all the information you need
- Update you through a specific contact
- Handle your query sensitively

Please note it may be necessary for the LTA Customer Support Team to refer your query to another team within the organisation or to the relevant National, County or Island Association.

The LTA Customer Support Team will let you know how your query will be dealt with and the above timelines may not apply as you may be contacted directly by the relevant team.

The LTA Customer Support Team will **not** deal with queries relating to any ongoing investigations or decisions made by the LTA. The team also do not handle queries covered by a separate policy, procedure or process and the timelines and points above do not apply.

You should follow the steps set out in the relevant policy, procedure or process (including with regard to any appeal process, if relevant and available). This includes, but is not limited to, all safeguarding and disciplinary procedures, selection decisions, and employee related queries dealt with by the LTA's People Team.

Safeguarding

If your query relates to [DBS issues](#) or [safeguarding training](#) please visit the linked FAQ section or contact our Customer Support Team via our [Contact Us Page](#).

Safeguarding covers any concern about the well-being or safety of a young person (under 18) or adult at risk.

If you have a safeguarding concern, please use our [Report A Concern](#) online form which goes directly to the Safeguarding Team. Once you've completed the form you will receive a unique

reference number. If you need **further help** or are unsure whether to report the concern, you may also email the LTA Safeguarding Team at safeguarding@lta.org.uk.

If you need to speak to someone outside normal hours, you may call the NSPCC on 0808 800 5000. If someone is in **immediate danger**, call the police using 999. Information can also be found within our [Safeguarding Policy](#).

To view all LTA details regarding [Safeguarding](#) please follow the link.

Discipline

The [LTA Disciplinary Code](#) sets out what misconduct in tennis is.

Examples of misconduct include:

- **Breaches of specific rules and regulations**
- **Match fixing and betting offences**
- **Any conduct detrimental to the interests of the game of tennis**

If you believe any misconduct has taken place, you should raise it with us by completing the [Alleged Misconduct Reporting Form](#) and sending it to the email address listed at the bottom of the form.

Minor disciplinary issues at registered venues should be dealt with using venue procedures.

Serious Public Interest Concerns

We always encourage you to report any queries directly to us through the different ways listed in this guide.

However, in the rare event you have a serious concern relating to one of the **six public interest** areas below, you may, if you choose, make a report via an independent service, Safecall. The six areas cover:

- **Criminal offences, including fraud**
- **Failure to comply with a legal obligation**
- **Legal miscarriage of justice**
- **Endangering someone's health and safety**
- **Damage to the environment**
- **Covering up wrongdoing in any of the above categories**

Safecall is an independent, confidential and, if required, anonymous reporting service provided by the LTA if any of the above apply. You may contact Safecall 24 hours a day, 365 days a year via telephone on 0800 915 1571. Calls are not recorded. Alternatively a report can be made online: www.safecall.co.uk/report



Once a report is made, it will be passed on to the appropriate person at the LTA. The report will be treated confidentially, and only those needing to know the detail will be involved. Should you choose to remain anonymous it will be more difficult to fully deal with your concern. We therefore encourage you, if you feel it necessary to use this route, to provide your details to Safecall.

HOW DO WE USE YOUR FEEDBACK?

We take your feedback seriously. We monitor, review and report on your queries and learn from our interactions with you so we can improve every day.

We hope you do not have cause to raise a query relating to your tennis experience. But if you do, we'll be on hand to help with clear routes for you get the support you need.