

CLIFTON UPON DUNSMORE LAWN TENNIS CLUB - COMPLAINTS AND APPEALS PROCEDURE

1. COMPLAINTS

If someone wants to complain about the Club's procedures or practices they should do so in a timely manner, in writing (letter, email or equivalent), to the Club's committee via the Club Secretary.

If someone wants to complain about a person or persons they should do so in a timely manner, in writing (letter, email or equivalent), to the Club's Welfare Officer. If the Welfare Officer is the subject of their complaint then the complaint should be sent to the Club Chairman, or failing this to a member of the Club's committee.

The complaint will be recorded and acknowledged in a timely manner following receipt of the complaint.

The complaint should contain all relevant information to enable a fair and objective investigation to take place. All parties involved in the complaint will be heard during the investigation. A companion may accompany each of the parties involved in the complaint to the investigation. The investigation will be led by an appropriate member of the committee. If there is not an appropriate member of the committee available (e.g. due to absence or conflicts of interest), a mutually agreed third party may be invited to lead the investigation by the committee.

The complainant will be notified of the decision in writing (letter, email or equivalent), normally within ten days of the decision being made.

2. APPEALS

Once the initial decision about the complaint has been made an appeal may be lodged within 14 days. The individual must state the criteria under which the appeal is being made i.e. New Evidence or Failure to follow the correct process. The individual must also give details of the appeal.

The appeal will be heard by someone not involved in the original complaint e.g. a committee member or, failing this, by a mutually agreed third party so that the appeal can be heard in a fair and objective manner.

The individual will be notified of the appeal decision in writing (letter, email or equivalent), normally within ten days of the decision being made.

3. POLICY REVIEW

This procedure is reviewed every two years or earlier if there is a need.

This procedure is approved by:

Club Committee Chairman: David Mirfield

Date: 26th February 2022

Club Secretary: Sue Robinson

Date: 26th February 2024