



CODICOTE TENNIS CLUB

COMPLAINTS AND APPEALS PROCESS



The LTA does not offer an arbitration, dispute resolution or an independent enquiry service so as an LTA registered club working within the LTA minimum standards, it is important for us to have a complaints and appeals process as this enables our members to have opportunities to give feedback or query our actions and decisions.

When creating our complaints and appeals process, we are addressing the following questions:

1. *How an individual lodges a complaint, including what information should be provided?*

An individual should lodge a complaint by Email to codicotetennisclub@outlook.com detailing the nature of the complaint. This email address is monitored by the Club Chair and Vice-Chair who will receive the complaint.

2. *Who will investigate the complaint?*

All complaints will be investigated by Ian Mathieson our LTA liaison officer. Should the complaint be about our nominee then the complaint will be investigated by our Club Chair.

3. *How all parties will be fairly heard in the process?*

It is the responsibility of our nominee to investigate the complaint fully through meetings with all parties within 14-days of the initial complaint being received. Please note, where possible it would always be the intention of our nominee to resolve the complaint by arranging a meeting between all parties involved, at which any individuals could bring a companion. Written feedback will then be provided to all parties within a further 7-days.

4. *Is an appeal possible? The criteria under which someone can appeal? How long after a decision is an individual able to make an appeal?*

Yes. You would have 7-days to appeal if for example, new evidence is found or if it is felt that due process has not been followed.

5. *Who to appoint to investigate the appeal?*

Any appeal will be received following the process laid out above for complaints but will be investigated by the Club Chair. If the complaint is regarding the Club Chair then the Vice-Chair will investigate.