

# **Grove (Chelmsford) Lawn Tennis Club**

## **Complaints Policy/Procedure**

In the event that any employee, member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

1. The complainant should report the matter in writing to the Welfare Officer or another member of the management committee. The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e) details of any former complaints made about the incident, including the date and to whom such complaint was made
- f) an indication as to the desired outcome.

2. The Welfare Office or member of the management committee will acknowledge the receipt of a complaint within 5 working days. If they are not able to deal with the complaint immediately, they will explain why and provide a timescale. A record will be kept of the complaint, including correspondence, as well as conversations and important decisions.

The complainant will be provided with the details of a person to contact about the progress of their complaint.

3. If the person about whom the complaint has been made is an employee, the management committee will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or the statutory disciplinary procedure.

4. If the person about whom the complaint has been made is a non-employee, the management committee or representatives of the management committee:

4.1 will request that both parties to the complaint submit written evidence regarding the incident(s);

4.2 may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;

4.3 may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;

4.4 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:

a) warn as to future conduct;

b) suspend from membership;

c) remove from membership;

d) exclude a non-member from the facility, either temporarily or permanently

e) turn down a non-member's current and/or future membership applications.

4.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

5. Either party may appeal a decision of the management committee to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Club's decision being notified to that party.

6. If the nature of the complaint is with regard to the management committee or other body or group in the Club, the member/visitor has the right to report the discrimination, harassment or any other policy breach directly to the relevant County Association.

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