



Hallow Tennis Club Complaints Policy

Introduction

Hallow Tennis Club prides itself on providing a friendly environment for its members to enjoy playing tennis within.

We want all of our members to feel confident that any complaint will be treated seriously, professionally and confidentially.

This policy is designed to ensure fair treatment to all of our members.

Raising a complaint

Where you have a concern about any aspect of Hallow Tennis Club (HTC), its management or member conduct please in the first instance attempt to resolve the issue personally.

If you feel that the issue cannot be resolved personally then speak with a relevant committee member who will attempt to address the matter informally.

If concerns relate to child safeguarding or welfare issues the matter should be raised with the club's welfare officer in accordance with (HTC) safeguarding policy which can be found on the club's website or noticeboard.

Where you wish to raise a formal complaint about the club, its management or the conduct of an individual member the complaint should be in writing and addressed to the club secretary.

We will endeavour to respond to a complaint within 14 days to advise on next steps.

We will ensure that complaints are considered carefully, and that members are treated with respect, fairness and confidentiality when making a complaint.

We want to handle complaints effectively, by fully understanding any comments made, as such should an anonymous complaint be made then this will be disregarded.

Complaint Process

Once in receipt of a complaint, HTC will confirm an investigating officer if it is deemed necessary to utilise this role. The officer will be impartial to the complaint, their role is to fully investigate the issues raised.

The investigating officer will report to the committee on complaints relating to the club and its management including any recommendations for future action.

If a complaint relates to the conduct of an individual member in their capacity as a member, they will be shown the written details of the complaints and will be advised who the complainant is in order to have the opportunity to respond.



We will ensure that any member who is the subject of a complaint as to their conduct will be treated with respect, fairness and confidentiality and will be made aware of the nature of the complaint against them.

If the investigating officer determines there is a potential breach of the code of conduct or the club rules that may require sanction the investigating officer will request the Club secretary to convene a panel meeting.

A panel meeting may also be convened if it is felt a complaint may not necessarily need further investigation but a written response is required to a letter received.

The panel will comprise of 3 committee members who will consider all matters raised.

They may invite additional information.

A member who is invited to a panel meeting may be accompanied by another member of the club or if under 18 one of their parents.

If a member chooses not to attend a panel meeting then outcomes will be decided based on the information at hand.

The investigating officer may attend to assist the panel and record the decision.

The panel may choose to impose a sanction on an individual member, these sanctions can range from temporary suspension from the club to full cancellation of membership, with no refund of club fees.

The committee will be advised by the secretary that there have been complaints about an individual, but both the complainant and the member complained of will remain anonymous unless sanctions are the outcome. The committee will be advised when a conduct hearing is convened.

If upon investigation it is deemed by the panel that other elements of conduct have been identified with other members then sanctions can be taken against other members, not only the member that has been complained about.

Outcomes

Upon completion of an investigation or conduct hearing, we will provide the complainant with a written response at the conclusion of consideration of the complaint.

Where the issue is regarding a members' conduct the individual member will also receive confirmation in writing about the outcome and where appropriate any sanctions that may apply.