

# HIGH WYCOMBE LAWN TENNIS CLUB



## COMPLAINTS AND DISCIPLINARY POLICY

High Wycombe Lawn Tennis Club is committed to working in an open and accountable way that builds trust and respect. One of the ways we can do this is by listening and responding to the views of our members, visitors, neighbours and members of the public by responding positively to complaints.

We aim to ensure that:

- making a complaint or providing feedback and suggestions is as easy as possible;
- we deal with a complaint promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc; and
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private.

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently.

A complainant's responsibility is to:

- report their complaint as soon as possible after the issue arises;
- raise concerns promptly;
- explain the problem as clearly and as fully as possible;
- allow a reasonable amount of time for the matter to be investigated; and
- recognise that in some circumstances the issue may be beyond the control of High Wycombe Lawn Tennis Club.

Following receipt of a complaint, we will

- acknowledge the formal complaint in writing;
- respond as promptly as possible;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts).

Should this be the case, the situation will be explained to the complainant.

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## COMPLAINTS PROCEDURE

General complaints or feedback regarding the HWLTC website, facilities, premises or activities should be raised with a member of the Management Committee or sent to [club@hwltc.co.uk](mailto:club@hwltc.co.uk). They will be responded to and dealt with by the Management Committee.

If any member, visitor, parent or neighbour feels that any of the HWLTC club rules or policies have been broken, the complainant should report the matter to [club@hwltc.co.uk](mailto:club@hwltc.co.uk) as soon as possible after the incident.

Complaints involving another HWLTC member or visitor should be reported as soon as possible after the incident to [club@hwltc.co.uk](mailto:club@hwltc.co.uk)

Complaints regarding coaching should, in the first instance, be raised with the Head Coach in person or sent to [coach@hwltc.co.uk](mailto:coach@hwltc.co.uk).

Safeguarding concerns should be reported to [safeguarding@hwltc.co.uk](mailto:safeguarding@hwltc.co.uk) and will be dealt with in confidence by the Club's Welfare Officer.

All complaints will be dealt with according to HWLTC Complaints and Disciplinary Policy and Procedure.



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## DISCIPLINARY PROCEDURE

Where a complaint is received involving another individual, a report should include

- (a) details of what occurred;
- (b) details of when and where the incident took place;
- (c) details of any witnesses; and
- (d) details of any former complaints made about the incident, including the date and to whom such complaint was made.

Following receipt of the complaint, the Management Committee will

- (a) begin an initial investigation into the matter to gather information and evidence;
- (b) forward details of the complaint to the individual involved and inviting a written response, together with any supporting evidence;
- (c) undertake any further investigation to assist in determining the best course of action to resolve the complaint or commence disciplinary action;
- (d) may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing; and
- (e) 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.

Members are expected to co-operate fully and promptly with any investigation.

Upon completion of these steps the Management Committee may take any of the following steps:

- (a) Decide that no further action is required. In which case the Management Committee shall notify all parties in writing explaining the reasons why the complaint has been dismissed, for example:
  - there is not enough evidence to justify disciplinary action being taken; or
  - the complaint is considered to be vexatious and/or malicious. In which case the Complainant's actions may result in a disciplinary procedure being commenced in relation to such actions.
- (b) Consider disciplinary action.

The Management Committee shall inform all parties of the course of action to be taken within 7 days of the initial investigation concluding.

Disciplinary action may include

- A written warning or reprimand in respect of the misconduct or rule breach committed. Such warning will set out the nature of misconduct/breach, the change in behaviour required, the duration of the warning and the likely consequence of further misconduct / breach in that period.
- Suspension or exclusion from HWLTC or HWLTC activities including competitions, matches, training, meetings or otherwise.
- Suspension or exclusion from undertaking certain roles at HWLTC for a specified or indefinite period of time.
- Suspension of membership of HWLTC for a specified period.
- Termination of membership of HWLTC.
- Exclusion of a non-member from the Club, either temporarily or permanently.
- Refusal of a non-member's current and/or future membership applications.
- A combination of any of the above or any other disciplinary sanction as considered appropriate by the Management Committee.

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 a timely period following notification of the Club's decision.