



## Feedback Policy

### Purpose

To help HORLEY LAWN TENNIS CLUB (HLTC, “the Club”) improve the facility and the activities that run within it, the club’s committee welcomes feedback from all our members and users.

### Policy

We are always looking at ways to improve the programme of activity to ensure all ages and abilities are catered for, including coaching, competitive (internal and external) and social opportunities.

There are currently the following opportunities available to members to offer constructive feedback:

- AGM (Annual General Meeting)
- Committee members (email or in writing, see details below)
- Leavers survey
- Suggestion box located in the Clubhouse

Committee members email addresses are included in the list of members displayed in the Clubhouse and in the membership booklet provided at the start of the season. You are also able to pass on your feedback in writing addressed to chairperson/head coach.

We will attempt to answer any proposal put in writing or email, once the Committee has had an opportunity to discuss it.