



# **HOVINGHAM TENNIS CLUB**

## **COMPLIMENTS, COMPLAINTS, AND DISCIPLINARY POLICY**

### **OUR AIM**

Hovingham Tennis Club is committed to providing a quality tennis environment that builds trust and respect. One of the ways in which we can continue to improve our club is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints should they arise.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with the way the club is operating
- we deal with feedback 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.
- we learn from complaints, use them to improve our service, and review periodically our complaints policy and procedures.

We recognise that most concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our court and the way we run our club.

### **2. DEFINITIONS**

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

### **3. PURPOSE**

We are always glad to hear from people who admire our Club or who wish to provide feedback.

### **4. COMPLAINTS**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. RESPONSIBILITIES**

Hovingham Tennis Club's responsibility will be to:

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

A complainant's responsibility is to:

- bring their complaint, in writing, to the Chairman's attention (Richard Kettlewell) normally within 4 weeks of the issue arising;
- raise concerns promptly and directly with the Chairman;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Club Committee a reasonable time to deal with the matter; and
- recognise that some issues may be beyond Hovingham Tennis Club's control.



## 6. CONFIDENTIALITY:

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.