



HULL YPI COMPLAINTS POLICY JULY 2020

Hull YPI Reporting a Complaint Policy

The *club* takes *complaints* about conduct, behaviour, bookings and safety very seriously and works in line with the LTA's processes and procedures to respond to *concerns*. Please contact Adam Spencer at YPI Tennis Club ypitennisclub@gmail.com adamfspencer@hotmail.co.uk telephone 07816765964.

LTA Reporting a complaint Policy

We hope that your tennis experience is welcoming and enjoyable; we work hard to get things right, however if you have a complaint about your experience with the LTA, please let us know. We regard complaints as an opportunity to review and improve.

We recommend reviewing the guidance below to ensure your complaint is addressed in the most effective manner and through the appropriate channels or organisations where applicable.

1.1 Local Matters

Where relevant, the most effective way to resolve an issue can be at a local level, by talking or writing to the people involved, such as the club, welfare

officer, coach or LTA county association. We would encourage checking with the organisation involved to find out how to raise your complaint locally.

Here are some examples of complaints where this process would apply:

- ‘The courts at my club are not well maintained’
- ‘The rules about access for different members at my club are unfair’
- ‘I have not been refunded for lessons that my tennis centre cancelled’

1.2 LTA Competition Complaints

In the event of a complaint in respect of an LTA Official Competition (including in relation to an Organising Committee, Referee, Chair Umpire, Line Umpire, Court Supervisor or coach), a written complaint may be lodged with the LTA at officiatingsupport@lta.org.uk within 7 days of the occurrence of the situation leading to the complaint. Please refer to the [LTA Competition Regulations](#) (see paragraph 8.1, page 32) for further information about how we deal with Competition complaints.

1.3 Reporting a Safeguarding Concern

If you have a Safeguarding concern, please use our [Report A Concern Online Form](#). For further enquiries, you can also email the LTA Safeguarding Team at safeguarding@lta.org.uk. If you need to speak to someone outside of office hours, you can also call the NSPCC on 0800 800 5000 or if someone is in immediate danger, call the police (999). Information can also be found within our [safeguarding policy](#).

1.4 Reporting a Serious Concern about unacceptable practice or misconduct

The LTA is committed to reducing unethical practices – please help us by reporting any suspicions or malpractices (for example if you experience or witness dishonest or unethical practice, health & safety breaches, harassment, bullying or other forms of serious wrongdoing).

The LTA provides an independent, confidential and if required anonymous reporting service, Safecall 0800 915 1571 which is available 24 hours a day, 365 days a year (calls are not audio recorded). Alternatively a report can be made online: www.safecall.co.uk/report.

1.5 Guidance for LTA Venues, Coaches and Officials

If you are an LTA Registered Venue, an LTA Accredited Coach or an LTA Licenced Official, you can obtain free advice from Brabners, a specialist business and legal advice telephone helpline. Find more information in our [Help & FAQs](#).

1.6 All other LTA complaints

We hope that most complaints can be addressed informally at the time they occur by contacting our LTA Services Team on 0208 487 7000 ([view opening hours](#)) or info@lta.org.uk.

If your complaint cannot be resolved informally and you would like to submit a **formal complaint**, you can do so by email to: complaints@lta.org.uk
Please provide as much information as you can; it can be difficult for us to deal with a complaint with limited information.

2. Complaints Procedure for all other LTA complaints (see section 1.6)

If you make a formal complaint to the LTA, we will aim to:

- acknowledge your complaint within two working days
- resolve your complaint
- provide a full written response within two weeks

We will investigate the cause(s) of your complaint as promptly as possible; if we cannot respond to you within two weeks, we will let you know.

We may contact you to ask for further information so that we can fully investigate your complaint.

If a complaint involves an LTA employee your complaint will be referred to the LTA People Director to ensure any internal procedures are also followed.

3. Escalating your Complaint for all other LTA complaints (see section 1.6)

If you are not satisfied with our response, you can request for your complaint to be escalated. Your complaint will be reviewed by a Manager who was not previously involved (will typically be the Department Manager or Head of Department) and we will aim to provide you with a final response within two weeks of the referral. Please note that the decision provided at this stage will be final.

Note: this procedure does not apply to complaints submitted to other organisations (such as LTA County Associations, tennis clubs, coaching organisations, etc.) or that follow an alternative process (see sections 1.1 to

1.5). We recommend approaching the relevant parties to confirm process and timelines.