

Linslade Tennis Club

Mentmore Road, Linslade, Leighton Buzzard
Founded 1960



Complaints Policy

This policy tells you how to make a complaint at Linslade Tennis Club.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and Principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint. We will ensure that complaints are listened to carefully, and that members are treated with respect when making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the LTA, Police, or Social Services.

How to make a complaint

Complaints should be made in writing to the Club Secretary and must be copied to the Club Chairperson.

All complaints will be reviewed by Linslade Tennis Club's Management Committee

- Management Committee: you can speak to any of our committee members.
- Welfare Officer: if you are a child or if you are worried about the safety or welfare of a child or adult.

The contact details for written complaints and safeguarding issues have been included at the bottom of this policy.

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What will we do to investigate?

We will acknowledge receipt of your written complaint within 10 working days. We will endeavour to review and address your complaint within 14 days, and we will reply in writing to you.

If you are unhappy with the response from the review, then you should appeal in writing. All complaints and their outcomes will be reported to the Committee, but will not be recorded in any minutes which are made public to the wider membership.

If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact at Linslade Tennis Club. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities.
- An explanation or apology.
- An agreement to communicate or act differently in future.
- If an informal resolution is not suitable then a small group from the Management Committee will look at the information about the case. Linslade Tennis Club will try to make sure this small group does not contain anyone directly involved with your complaint. They might decide to take the following action:
 - Formal disciplinary action against a member of staff.
 - Changes in formal contracts or arrangements put in place by Linslade Tennis Club.
 - A decision to refer the case to the LTA, Police or Social Services if appropriate.
 - Closure of your complaint without action.
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Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside Linslade Tennis Club if:

- You need urgent advice about someone's safety or welfare.
- You don't want to discuss the issue with someone at Linslade Tennis Club.
- Your complaint is very serious.
- Your complaint involves other organisations.
- You need specialist advice.

Written Complaints

The contact for sending written complaints in the first instance is to The Secretary, Michele Astley:
secretary@linsladetennisclub.org.uk

If the complaint is regarding the Secretary then please contact the Chairperson – Richard Braithwaite

Email: rbraithwaite1@sky.com

For safeguarding issues please contact Linslade Tennis Club's Welfare Officer, Fiona McGarvie:

Email welfare@linsladetennisclub.org.uk