

LISVANE (CAC) TENNIS CLUB **COMPLAINTS POLICY & GUIDANCE**

The aim of this policy is to document Lisvane Tennis Club's (LTC or the Club) approach to dealing with complaints made by members, non-members and visiting teams. It follows LTA guidelines.

This is the policy that Lisvane Tennis Club and its Management Committee 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 also be because someone has broken important rules or policies.

Complaints will be brought to the attention of one or more members of the Management Committee who will decide if it is appropriate to share the complaint with the complete Management Committee.

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.

Equality: you will receive a 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 the safety and welfare of everyone at the club.

Confidentiality: all complaints are treated confidentially where appropriate.

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 appropriate authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA

Who to contact to make a complaint?

Any suggestions or feedback (ie not a complaint) in respect to anything at the club, please email our club secretary at lisvanetennissecretary@gmail.com.

However, if you wish to make a written complaint, please provide as much detail as possible to either (or both) our club secretary at lisvanetennissecretary@gmail.com or our safeguarding officer at lisvanetennissafeguarding@gmail.com.

Complaints will be handled by a minimum of two committee members.

What will we do to investigate?

We will give an initial response to your complaint within 10 working days. We will investigate your complaint fairly. This means that we will discuss the complaint with anyone involved. We will gather any information relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to involved parties to allow them to respond. 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 the Club. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. If there are delays in handling your complaint for any reason, we will keep you informed. We will email a response to you with the outcome within one month of your complaint.

What are the possible outcomes or results of my complaint?

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- Formal disciplinary action under the tennis club rules
- Formal disciplinary action against a member of staff
- Changes in formal contracts or arrangements put in place by the Club
- A decision to refer the case to another organisation such as the LTA, CAC, Police, or Social Services.
- Closure of your complaint without action.

If you are unhappy with the outcome

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

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

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at the County LTA
- The National LTA Child Protection Department (24hrs)
- Childline, or the NSPCC advice line, local Social Services, Police

Questions or queries about this policy

If you have a general query about this complaints policy, please email our Club Secretary lisvanetennissecretary@gmail.com