



Littleover Tennis Club

Club Manual

Section 3 – Policies and Procedures

3.1.6 Complaints and Feedback Policy

This policy supports the right to complain: we take complaints seriously. No-one should harassed, bullied or put at a disadvantage because of making a complaint. Littleover Tennis Club also welcomes feedback on any aspect of its activities in order to help us improve as a Place-to-Play.

Values and principles

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

Fairness: we believe that complaints and feedback should be received and 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 and feedback 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 Police, Social Services or the LTA.

We reserve the right to end any investigation or refer to the LTA for support, guidance or direction. If this happens you will be given the reasons for our decision.

In the event that any **member, visitor or visiting team feels** that he, she or they have **suffered discrimination or harassment** in any way or that the **club policies, rules or code of conduct have been broken** they should follow the procedures detailed in 3.2.6 *Complaints Procedure*.

If the person accused of discriminatory behaviour is not an Official of the Club, then the Committee or representatives of the committee:

- will request that both parties to the complaint **submit written evidence** regarding the incident(s);
- may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
- may (at its sole discretion) **hold a hearing** (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;



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- will have the power to impose any one or more of the following sanctions on any person found to be in breach of any Club policy, (including the Equality and Diversity Policy):
 - **warn** as to future conduct;
 - **suspend** from membership;
 - **remove** from membership;
 - **exclude** a non-member from the Club, either temporarily or permanently; and
 - **turn down** a non-member's current and/or future membership applications.
- will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

Either party may appeal a decision of the Committee to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Club's decision being notified to that party.

If the nature of the complaint is with regard to an Official of the Club:

- The complainant may follow the normal complaints procedure as outlined above; or
- The member/visitor has the right to report the discrimination or harassment directly to the relevant **County Association**.

See *3.2.6 Complaints Procedure* for more details.

If a member or user wishes to feedback information that is not in the nature of a complaint:

- The member or user should follow *3.2.7 Feedback Procedure*.

N.B. Unfortunately, we cannot deal with anonymous complaints or feedback. This is because we operate in a fair and transparent manner and we need to know where the complaint has come from in order to make things better.