



# Littleover Tennis Club

## Club Manual

### Section 3 – Policies and Procedures

#### 3.2.6 Complaints Procedure

This procedure covers how to make a complaint and how the Club should handle it.

This procedure tells you how to make a complaint at LITTLEOVER TENNIS CLUB. This also describes the procedure 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.

##### **How to make a complaint?**

If you have a complaint, it is often best to start by having a conversation with someone at the club. They may be able to help to resolve your problem. You could also make a written complaint.

If a formal complaint is required then the Complainant should report the matter in writing to the Secretary, Welfare Officer or another member of the Committee. The report should include wherever possible:

- **details** of **what** occurred;
- **details** of **when and where** the occurrence took place;
- any **witness** details and copies of any witness statements;
- **names** of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- **details of any former complaints** made about the incident, including the date and to whom such complaint was made; and
- an indication as to the **desired outcome**.

##### **Who to contact to make a written complaint?**

Complaints will usually be handled by member(s) of the Committee. Useful contact details have been included at the bottom of this procedure.

- Committee: you can speak to any of our committee members
- Coaches: any of the coaches can also tell you how to make a complaint
- Welfare Officer: if you are a child, or if you are worried about the safety or welfare of a child or vulnerable young person
- Anyone else involved at the club that you trust

If the nature of the complaint is with regard to a possible concern about a child or adult that involves physical/sexual/emotional/financial abuse, bullying, neglect or discrimination then you should complete a *3.4.7 Reporting a Concern Form*.

For any other complaint you should complete a *3.4.8 Complaint Form*.

The email address for written complaints is: [littleover.tennis@ntlworld.com](mailto:littleover.tennis@ntlworld.com)

Alternatively they can be handed to a member of the Committee or posted in the suggestions box in the Clubhouse.



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### **What will we do to investigate?**

We will give an initial response to your complaint within five working days. 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 the 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 sub-committee will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint. They might decide to take the following action:
  - Formal disciplinary action under the rules of the club
  - Formal disciplinary action against a member.
  - 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, Police, or Social Services
  - Closure of your complaint without action

### **Is there anyone else I can talk to?**

Sometimes it can be useful to speak directly to someone outside the place to play:

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the issue with someone at the place to play
- 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