

Littleton Tennis Club

Complaints & Appeals Procedure

If you are a member, visitor or visiting team and you feel that someone has behaved towards you in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating; if you believe that the club policies, rules or codes of conduct have been broken, you have every right to complain. You also have the right to appeal any decision made in response to a complaint.

If you have a complaint, it is often best to start by having a conversation with a member of the tennis club management committee or the club's Welfare Officer. If your complaint needs to be looked into further, then you will be asked to put your complaint in writing.

If you make a written complaint you will need to send it to the club's Secretary or Chairman, and you will need to include:

- details of what occurred;
- details of when and where the occurrence took place;
- if available, 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.

Complaints will be dealt with fairly and openly. Unless it would put other people at risk, those affected by the complaint will be given the opportunity to contribute and respond to any investigation. We will discuss the complaint with all relevant people and may ask both parties to the complaint to submit written evidence regarding the incident(s).

The club does accept an anonymous complaint, but it may be difficult to investigate such a complaint fully and properly.

If you make a complaint, you will be given an initial response with five working days. If the matter is urgent, we will respond more quickly. The complaint will usually be investigated by an appointed member or members of the tennis club management committee, but if necessary, an external mediator will be appointed.

We do hope to resolve problems informally and possible outcomes might include:

- an explanation and/or apology
- an agreement to communicate or act differently in future
- a change in arrangement for particular activities

If the person accused of discriminatory behaviour is a non-employee of the Club, the Club's management committee 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; If such a meeting is held and you feel you may need support, then you may bring a companion to any meeting.

The club's management committee has 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 Policy):

- (a) warn as to future conduct;
- (b) suspend from membership;
- (c) remove from membership;
- (d) exclude a non-member from the Club, either temporarily or permanently;
- (e) turn down a non-member's current and/or future membership applications.

The club's management committee will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one calendar month of such decision being made.

If the person accused of discriminatory behaviour is an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.

Appeals: See overleaf

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Appeals: An individual can make an appeal up to fourteen days after being notified of the first decision, providing new evidence has come to light or if due process has not been followed.

The appeal will be investigated by someone who is independent from the original incident and complaint process, in order to handle the appeal as objectively as possible. This person may be another member of the management committee or an external expert.

The person making the appeal will be notified of any decision in writing within ten days.