

Llantwit Major Tennis Club Formal Complaint & Appeal Procedure

Note: If you wish to report a Safeguarding Concern, please follow the process set out in the '**Report a Concern**' flowchart, or the club Safeguarding Policy, displayed on the club website and in the Clubhouse.

If you believe someone is in immediate danger, phone 999.

Note: If you are not satisfied with how the club are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.

Formal complaints (not relating to Safeguarding or Data Protection issues).

This process exists to give Llantwit Major Tennis Club members, visitors to the courts and members of the general public the opportunity to give feedback, raise a concern or query the venue's actions and decisions.

A formal complaint, issue or concern can be raised in writing by contacting any of the following club committee members:

Roger Williams – Club Chairman or Nicola Farmer – Welfare Officer

Email: lmtcwelfareoffice@gmail.com

Rob Cunningham – Head Coach

Email: robthecoach@valetennisacademy.co.uk

Vicki McNally – Head of Communications

Email: vickimcnally@outlook.com

A person raising a formal complaint should include as many pertinent details as possible, including:

- A summary of the issue/incident;
- The date, time and location of the issue/incident;
- The people involved;
- The names of any relevant witnesses;

On receipt of the complaint, the LMTC Committee will appoint an independent committee member (not directly involved in the issue/incident) to investigate the complaint objectively. If this is not acceptable, an external mediator can be arranged.

All parties will be fairly heard in the process.

Where necessary, individuals can nominate a companion for any meetings that may be necessary.

The committee will aim to formulate an initial response within 7 days.

The committee's main aim will be to facilitate a positive resolution to any disputes or disagreements between club members, coaches or visitors to the courts.

In the event that a club member has behaved in a way that breaches the club Code of Conduct, an appropriate and measured sanction will be imposed, taking into account the well-being of all parties involved.

Sanctions may include:

- Informal warning
- Formal written warning
- Suspension of Membership
- Expulsion (in line with the Club Constitution)

Note: Any suspected criminal activity will be reported to the police.

Appeals

Any appeals against a sanction must be submitted to the committee via email within 10 days of notification.

An appeal can be lodged if the member feels that there is new evidence, evidence that has not been considered or that due process has not been followed.

A different, independent committee member will be appointed to handle the appeal.

Individuals will be notified of any decisions made, in writing, within 10 days of receipt of the appeal notification.

Specific rules regarding Expulsion (As set out in the Club Constitution)

7.1 Subject to the remaining provisions of this rule, the Management Committee shall have power to refuse membership or expel a Member if it, in its sole discretion, determines that it would be in the interests of the Game or of the Club to do so.

7.2 A Member shall not be expelled unless he/she is given 14 days' written notice of the meeting of the Management Committee at which the expulsion shall be considered and written details of the reasons for the proposed expulsion.

7.3 The Member shall be given an opportunity to appear before the Management Committee to address the issues giving rise to the proposed expulsion. The Member can only be expelled if at least two-thirds of the Management Committee then present vote in favour of expulsion.

7.4 The Management Committee may exclude the Member from the Club's premises until the meeting considering his expulsion has been held. For the avoidance of doubt, the member shall be entitled to attend that part of the meeting where the expulsion is considered.

7.5 The Member may appeal against the Management Committee's decision by notifying the Management Committee who shall put the matter to the Club's members in general meeting and the appeal shall be decided by a majority vote of members present and voting at such meeting.

Lawn Tennis Association (LTA)

Please note that the LTA does not offer an arbitration, dispute resolution or independent enquiry service.

For more information:

- You can find local mediators online
- Sport Resolutions is an alternative appeal body should a venue choose to pay for an external party to conduct the appeal.

www.sportresolutions.co.uk

- For employment-related disputes, you can contact BaseLine (0344 571 7986) or ACAS for advice and support: www.acas.org.uk