

The ENERGY CHECK LOUTH TENNIS and SPORTS CENTRE

COMPLAINTS AND APPEALS PROCESS

It is important for LTSC to have a Complaints and Appeals process as this enables individuals to have an opportunity to give feedback to the Management. Please be assured that complaints will be considered carefully, and that members will be treated with respect, fairness and confidentiality.

Many complaints can be addressed directly by speaking with either one of the Management team or the Head Coach. Please do not delay in taking this action.

If you wish to make a formal complaint please make your complaint by email only to info@louthtenniscentre.co.uk within 2 days of any incident or, failing that, as soon as is practically possible stating the full details of the complaint. LTSC will endeavour to acknowledge any complaint within 48 hours as practical.

All complaints will be addressed by the LTSC Management team. Where practically possible, a member of the team will arrange to meet with the complainant in person. Failing that, the complainant can expect a written reply within 14 working days

If the complainant is unhappy with the response from the review, then they have the right to appeal upto 28 days after the decision has been communicated. The basis for any appeal must be clearly stated eg new evidence or lack of process. Once consideration has been given to the appeal, the final decision on the matter will be communicated in writing to the complainant usually within 14 working days of the appeal being lodged.