



# Lymm Lawn Tennis & Croquet Club

## Complaints Policy

The Complaints Policy outlines the steps that will be undertaken to investigate any complaint brought to the attention of the Committee.

### Complaints Procedure

If any tennis member who is at Lymm Tennis Club (home) or away, feels that he, she has suffered from inappropriate standards of behaviour, breaches of tennis etiquette or club rules in any way, the following procedures should be adhered to:

1. The Complainant should report the matter in writing to the club chairman or club Welfare officer.

2. The report should include:

- (a) details of what occurred;
- (b) details of when and where the occurrence took place;
- (c) any witness details and copies of any witness statements;
- (d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- (e) details of any former complaints made about other incidents, including the date and to whom such complaint was made;

3. If a person is accused of inappropriate standards of behaviour, breach of tennis etiquette or Club rules, the matter will be referred to the Club Committee. The Committee

i. will request that both parties to the complaint submit written evidence regarding the incident(s);

ii. may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;

iii. 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;

iv. 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

(a) warn as to future conduct;

(b) suspend from membership;

(c) recommended removal from membership to the Management Committee;

(d) exclude a non-member from the Club, either temporarily or permanently; and

(e) turn down a non-member's current and/or future membership

v. will provide both parties with written reasons for its decision to uphold or dismiss the complaint

vi. 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.

4. When the Committee meets it will consider any background information deemed relevant including the personal circumstances of the person complained about. It will consider any advice or guidance that may be appropriate that may be relevant to a resolution of the complaint.

5. If a complaint is made about a member of the Committee the person complained about will absent themselves from that Committee's meeting called to determine the outcome unless called to give their account.

In the case of a criminal incident the matter may be referred to the police either by the tennis club, or the complainant.

## COMPLAINTS FORM

Issue:

Circumstances:

Details of incident:

Details of time and place of incident:

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: