

Marlborough Tennis

Complaints Handling Policy

1. What is a complaint or a grievance

A complaint is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action by a person acting on behalf of Marlborough Tennis, or about its policies and procedures.

A complaint can be made by a customer, a Member, a member of the public, an employee or a volunteer. When the complaint is made by an employee or a volunteer it is usually referred to as a grievance.

A complaint or a grievance may include an allegation that a person has behaved in an unacceptable way.

2. Dealing with a complaint or grievance informally

If you have a complaint or grievance you should, wherever possible, start by talking it over with a Committee Member. You may be able to agree a solution between you, especially if you raise any concerns informally at an early stage, rather than allowing them to grow to the point where a formal grievance process becomes your only remaining solution to resolve your complaint or grievance.

Marlborough Tennis aims always, when responding to complaints and grievances, to enable them to be resolved in a speedy and fair manner by discussion, listening, problem solving and mediation.

After discussion with a Committee Member the concern that you have should therefore be brought directly to the Committee Member deemed responsible for the area of dissatisfaction or disquiet, this can be done either by you or by the Committee Member you first approached. This will hopefully resolve the situation quickly and satisfactorily.

If you are not satisfied with the outcome at this informal stage, you may then invoke the formal procedure, as follows:

3. Formal Procedure for Complaints and Grievances - Stage 1

If the matter cannot be resolved informally and you wish to raise the matter formally you should set out the complaint or grievance in writing to the Club Chair.

The Club Chair will arrange a meeting with you, normally within ten days, to discuss your complaint or grievance. You have the right to bring a friend or a colleague to this meeting. There will be 2 Committee Members at the meeting, at least one of whom will be independent from the complaint or grievance being made.

After the meeting the Club Chair will give you a decision in writing about your complaint or grievance, normally within 48 hours.

4. Formal Procedure for Complaints and Grievances - Stage 2

If you are unhappy with the decision and you wish to discuss it further you can appeal against the decision. You must do so in writing, either to the Club Chair or to another Committee Member, as soon as possible, normally within ten (10) working days of receiving the decision.

You will be invited to an appeal meeting, normally within ten days. Your appeal will be heard by a panel of 2 people, appointed by the Committee, comprising people who have not previously been involved in your complaint or grievance. You have the right to be accompanied by a friend or a colleague.

After the appeal meeting the Committee will give a decision in writing, normally within 5 working days. This decision will be final.

Date:02/01/2021