



MEADS LTC@ROMPA COMPLIMENTS AND COMPLAINTS

1. Our Aim

The Committee of Meads LTC@ROMPA aims to work in an open and accountable way that builds trust and respect with all members. One of the ways in which we can continue to improve our club is by listening and responding to the views of our members and visitors, and by responding positively to complaints.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with the way in which the club is managed and which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints, use them to improve, and review annually our complaints policy and procedures
- we may complete a record of concern if the complaint relates to a welfare issue (see attached)

We recognise that many concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private.

2. Definitions

A compliment is an expression of satisfaction about the club.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with how the club is run. All compliments are recorded, acknowledged, and a copy is sent to the relevant individuals.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Meads LTC@ROMPA takes responsibility to:

- acknowledge the formal complaint in writing;
- respond as soon as possible;
- deal reasonably and sensitively with the complaint;
- take action where appropriate;
- contact the LTA for advice if necessary.

A complainant's responsibility is to:

- send their complaint, in writing by post to the club (Meads LTC @ROMPA, Upper Carlisle Road, Eastbourne, BN20 7TH), or post it in one of the boxes at the club, or by email to the club's email address – meadslawntennis@hotmail.co.uk, as soon as possible after the issue arises.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Club Chairman and committee a reasonable time to deal with the matter, and
- recognise that in some circumstances the complaint may be beyond the control of Meads LTC@ROMPA.

If the complaint concerns the Club Chairman, the complaint should be sent to the Deputy Chairman or the Welfare Officer.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.



RECORD OF CONCERN - CONFIDENTIAL

DATE:

REPORTED TO:

POSITION IN CLUB:

REPORTED BY:

DETAILS OF CONCERN:

ACTION TAKEN: (IN SOME CASES NO ACTION MAY BE TAKEN OTHER THAN RECORDING THE CONCERN)

SEEN BY WELFARE OFFICER:
DATE

SIGNED

IF THE CONCERN WARRANTS:
SEEN BY CHAIRMAN (COMMENTS)

ADVISED BY LTA: (COMMENTS)

DISCUSSED BY COMMITTEE: (COMMENTS)