

Minehead Lawn Tennis Club.

Complaints Policy

Minehead Lawn Tennis Club is committed to providing a high quality, transparent and accessible provision to all members. In order to do this the club needs members to say when we do things wrong. The club wants to help resolve any complaints as quickly as possible.

The club listens to complaints, treating them seriously, and learning from them.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of provision you should expect
- the behaviour of our members and committee in delivering that provision
- any action, or lack of action, by members or committee.

Our complaints policy does not cover:

- comments about our policies or policy decisions
- dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding, or requests for legal advice and assistance
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

Our standards for handling complaints

We can receive complaints by personal contact, letter or email. We treat all complaints seriously.

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat those dealing with your complaint with the same courtesy, respect and fairness.

We will treat your complaint in confidence.

We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address and you can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.

We will not treat you less favourably than anyone else because of your:

- sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
- sexual orientation
- colour or race: this includes ethnic or national origin or nationality
- disability
- religious or political beliefs, or trade union affiliation
- any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties may include:

- advice organisations

- professionals such as social workers, community psychiatric nurses, doctors or solicitors

- family members or friends

Where a third party is helping a complainant with a particular complaint, we need written consent to that effect. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

Also, some lawyers are legally empowered in certain circumstances to act on behalf of a complainant, and consent to disclose information is not required.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998, subject to the need to disclose information as required by statutory and/or legal authorities or organisations such as the Lawn Tennis Association.

How to complain to us

If you wish to make a complaint, you can do so by email or letter to the club secretary or in person to a committee member.

If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

telephone - one of our committee members will help you by writing out your complaint

fax - asking a committee member to help you in writing out your complaint

Our contact details are in the Contacting Us section below. If you require different adjustments, let us know and we will try and put those arrangements in place where we can.

How we will respond to your complaint

Complaints procedure

We have a two-stage complaints handling procedure, explained above. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

Stage 1

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint the committee will respond to your complaint.

Stage 2

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a responsible committee member.

If you are still dissatisfied

If having followed the two internal stages of our service complaints procedure you remain dissatisfied, you can ask to have your complaint reviewed by the LTA.