

NORFOLK TENNIS COMPLAINTS POLICY

Our Aim

Norfolk Tennis is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, players, coaches, and volunteers and in particular by responding positively to complaints. This policy ensures that we welcome compliments and provides guidelines for dealing with complaints about our services, facilities, and volunteers. This policy is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

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 our service 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 our service, and review our complaints policy and procedures every 3 years.

How To Make A Complaint

We recognise that many concerns will be raised informally and dealt with quickly. If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint by sending details of your complaint by email addressed to the Secretary or Chairperson of Norfolk Tennis at secretary@norfolktennis.org or chair@norfolktennis.org

What We Will Do On Receiving Your Complaint

- we will record your complaint and advise you how it will be handled.
- we will investigate.
- we will take action to resolve the problem and tell you what the action is.
- we will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. We ask that you do the same for our volunteers and staff.

Confidentiality:

Confidential information in relation to your complaint will be handled sensitively.

How Long Will It Take To Respond:

You will receive an acknowledgement, along with a proposed timetable for investigating and resolving your complaint, within 7 working days of its receipt.