

## Complaints Procedure

In the event that any member, visitor or visiting team feels that they have suffered an injustice in any way or that the club policies, rules or code of conduct have been broken they should follow the procedures below.

- 1 The Complainant should report the matter in writing to any member of the Board of Directors of the Ross Tennis Centre CIC. The report should include:
  - details of what occurred
  - details of when and where the occurrence(s) took place
  - any 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 a complaint was made, and
  - an indication as to the desired outcome
- 2 If the appeal is in respect of the action of the Coach of the Centre, the Board will interview the Coach and take appropriate action(s).
- 3 If the appeal is in respect of the action of a non-employee of the Centre, the Board of Directors;
  - Will request the appeal is submitted in writing
  - May decide (at its sole discretion) to uphold or dismiss the appeal without holding a hearing
  - May (at its sole discretion) hold a hearing (whether or not such a hearing is requested at which the person making the appeal will be entitled to attend and present their case
  - Will have the power to impose any one or more of the following sanctions on any person found to be in breach of any of the Centre's policies
    - Warn as to future conduct
    - Suspend from membership
    - Remove from membership
    - Exclude a non-member from the Centre, either temporarily or permanently, and
    - Turn down a non-member's current and/or future applications

Will provide written reasons for its decision to uphold or dismiss the appeal within one calendar month of such a decision being made.

Either party may appeal a decision of the Board to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within three months of the Board's decision being notified to that party.

- 4 If the nature of the appeal is in regard to the centre's Board or other body or group in the Centre, the member/visitor has the right to contact Hereford and Worcester County Association directly.