



Sellindge Tennis Club

Compliments, Complaints and Disciplinary Policy

Version 1.0

September 2022



TENNIS
FOR BRITAIN



COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

1. Our Aim

Sellindge Tennis Club 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 and visitors, and in particular 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 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 annually our complaints policy and procedures

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. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, Club Officials, Coaches, Club members and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

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 the services we offer. All compliments are recorded, acknowledged, and a copy is sent to Sellindge Tennis Club's Chairman to provide feedback to the Club Official, Coach, Club member, volunteer or service.

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

Sellindge Tennis Club's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period: 28 days;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- address any concerns, allegations or reports of poor practice/abuse relating to the welfare of children, young people and/or vulnerable adults, will be recorded and responded to the Club Welfare Officer who is the lead contact for all members in the event of any child or adult protection concerns.
- all complaints regarding the behaviour of members should be presented and submitted in writing to the Club Secretary.

- the complaint should be in writing explaining clearly and as fully as possible the nature of the incident including any action taken to date.
- bring their complaint, in writing, to the attention of the relevant committee member (as detailed above) normally within 8 weeks of the issue arising.
- allow the investigating Committee member a reasonable time to deal with the matter, and recognise that in some circumstances, the incident may be beyond the control of Sellindge Tennis Club.

6. Confidentiality

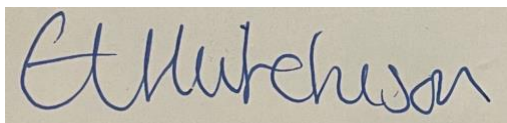
Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation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

Policy Review and Approval

This Policy is reviewed every two years (or earlier if there is a change in national legislation).

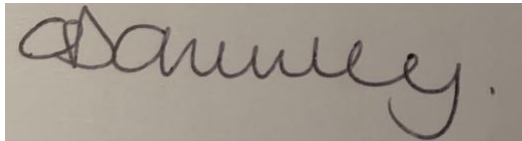
This Policy is recommended for approval by:

Club Committee Chair, **Ellie Hutchison**



Date: 19 September 2022

Club Secretary, **Caroline Crumley**



Date: 19 September 2022