

Club Complaints Procedure & Appeals

In the event that any employee, member, visitor or visiting team feels that he, she or it has 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 the club chair of Somer Valley Tennis, or to the Trustees if the complaint is from the Chair or about the Chair.

The report should include:

- a) details of what occurred.
- b) details of when and where the occurrence(s) took place.
- c) any witness details and copies of any witness statements.
- d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- f) an indication as to the desired outcome.

2. If the appeal is in respect of the action of an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow the statutory disciplinary procedure.

3. If the appeal is in respect of the action of a non-employee of the Club, the Club's management committee or representatives of the committee:

- 3.1 will request the appeal is submitted in writing.
- 3.2 may decide (at its sole discretion) to uphold or dismiss the appeal without holding a hearing;
- 3.3 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;
- 3.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any Club policy:

- (a) warn as to future conduct;
- (b) suspend from membership;
- (c) remove from membership;
- (d) exclude a non-member from the Club, either temporarily or permanently;
- (e) turn down a non-member's current and/or future membership applications.

3.5 will provide written reasons for its decision to uphold or dismiss the appeal within one (1) calendar month of such decision being made.

3.5 Either party may appeal a decision of the committee to Avon Tennis County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Club's decision being notified to that party.

4. If the nature of the appeal is with regard to the club's management committee or other body or group in the club, the member/visitor has the right to contact Avon Tennis County Association directly.



Signed.....

Amanda Stonier
Chair of Somer Valley Tennis
May 2024