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# TENNIS

## 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 Somer Valley Tennis Club:
  - a. If the Complainant is an Employee, Member, Visitor or Visiting team, the complaint should be directed to [chair@somervalleytennis.org.uk](mailto:chair@somervalleytennis.org.uk).
  - b. If the Complainant is the Chair, or the complaint about the Chair, the complaint should be directed to another Trustee. Please email [info@somervalleytennis.org.uk](mailto:info@somervalleytennis.org.uk) for an appropriate contact address.
  - c. If the complaint is linked to a Data Protection issue (GDPR) then the Data Controller should be notified as well as 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 complaint relates to a data breach, or a data incident is reported to or discovered by the Data Controller, then the Data Controller, Trustees, or Chair has the right to restrict or remove access from the individual(s) involved, while the complaint is under investigation.
- 3) If the complaint 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.
- 4) If the complaint is in respect of the action of a non-employee of the Club, the Club's management committee or representatives of the committee:
  - a. will request the complaint is submitted in writing.
  - b. may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing.

- c. may (at its sole discretion) hold a hearing (whether or not such a hearing is requested at which the person making the complaint will be entitled to attend and present their case.
  - d. 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:
    - i. warn as to future conduct.
    - ii. suspend from membership.
    - iii. remove from membership.
    - iv. exclude a non-member from the Club, either temporarily or permanently.
    - v. turn down a non-member's current and/or future membership applications.
  - e. will provide written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
- 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.
- 6) 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 County Association directly.
- 7) The Club will retain a copy of all complaints raised. If a complaint is re-occurring, all other relevant complaints will be taken into consideration.

*Amanda Stonier*

Signed.....

*Amanda Stonier*  
**Chair of Somer Valley Tennis**  
**February 2023**

