



SPRING LANE TENNIS CLUB

COMPLAINTS POLICY AND PROCEDURE

1. Scope

This is the policy that SPRING LANE TENNIS CLUB will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

2. Committee Responsibilities

The Club's Management Committee has overall responsibility for the implementation of the procedure. In particular they are responsible for ensuring that the policy is widely communicated and that its effectiveness is monitored.

3. Commitment Statement

- You have the right to complain Spring Lane Tennis Club takes complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.
- Equality: you should receive a proper response to your complaint, regardless disability, race, religion, nationality, social status, sexual orientation or political persuasion.
- Fairness: Spring Lane Tennis Club believes that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
- Safety and welfare take priority: Spring Lane Tennis Club will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.
- Spring Lane Tennis Club treat complaints as confidentially as possible.
- Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, Spring Lane Tennis Club might need to pass on our concerns to the right authorities. If necessary, we will get advice from the Police, Social Services Services or the LTA.

4. Making a Complaint.

If you have a complaint, it is often best to start by having a conversation with a member of the committee or the Welfare Officer. They may be able to help resolve your problem.

Should you feel the complaint is still unresolved you could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be investigated further, you will normally be asked to put your complaint in writing. Spring Lane Tennis Club accepts anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

5. Complaint Investigation

- Spring Lane Tennis Club will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with the relevant people.
- Spring Lane Tennis Club will try to gather any information that may be relevant to handling your complaint as quickly as possible.
- Spring Lane Tennis Club may sometimes ask to show information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness.
- Spring Lane Tennis Club will not share information if we think that this will endanger someone's safety or welfare.
- The outcome of the complaint will be discussed and agreed at the Spring Lane Tennis Club committee meeting scheduled as soon as is reasonable after the complaint is received in writing.
- You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, the Club Secretary will keep you informed.
- If your complaint leads to formal disciplinary action against someone, Spring Lane Tennis Club will usually inform you about the outcome. Spring Lane Tennis Club will not tell you the outcome if that person is a child, or if Spring Lane Tennis Club believes that telling you would create a risk to other people. In this situation, Spring Lane Tennis Club will still try to tell you about how you are affected by the action that has been taken.

6. Possible outcomes or results of a complaint at Spring Lane Tennis Club

In many cases, it is expected to resolve problems informally. This might include:

- An explanation or apology
- An agreement to communicate or act differently in future
- A change in arrangements for particular activities
- Closure of your complaint without action

Sometimes it can be useful to speak directly to someone outside Spring Lane Tennis Club

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the complaint with someone at Spring Lane Tennis Club
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

The LTA can advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- Spring Lane Tennis Club Welfare Officer FIONA FORD
- Childline, or the NSPCC advice line, local Social Services, Police – please refer to Spring Lane Tennis Club safeguarding policy.

For Questions or queries about this policy or making a written complaint

Any member of the Spring Lane Tennis Club Management Committee (details on website)

Written Complaints should be made to the Club Secretary

If the matter is concerning a child or a vulnerable adult you could also contact Spring Lane Tennis Club Welfare Officer – FIONA FORD

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at the County LTA
- The National LTA Child Protection Department (24hrs)
- Childline, or the NSPCC advice line, local Social Services, Police

Questions or queries about this policy

If you have a general query about this complaints policy, you should speak to the following person:

Chairperson of the Management Committee – Mrs Jo Croston, or Welfare Officer of the Management Committee - Mrs Fiona Ford. All contact details are on the Website.