

COMPLAINTS POLICY

Steep LTC is committed to providing its members with a safe, inclusive, respectful physical and digital environment in which to enjoy tennis and social events, which includes Club-administrated groups on WhatsApp and any other social media platforms utilised.

The conduct expected of ALL members and visitors is set out in the Code of Conduct; members are responsible for the conduct of their guests. This can be found on the website and in the clubhouse.

This policy does not aim to manage or resolve personal or social issues between members that fall outside the scope of the Code of Conduct, or which occur at events not organised by the Club.

This policy aims to:

- provide clear information to members about how to register a complaint and how that complaint will be handled
- deal with any complaints in a fair and transparent way, which may include any alleged breaches of the Club's policies or Code of Conduct.

Should any complaint constitute a safeguarding matter, these procedures will only be applied following the conclusion of any statutory and/or LTA safeguarding investigation.

Complaints Procedure:

1. Registering a complaint

Any concerns about the safeguarding of children or vulnerable adults should be addressed directly to the club's Welfare Officers (Lesley Whyte on 07900 563 905 or Julie Gray on 07747 840 508) and will be handled separately, according to the club's Safeguarding Policy.

Non safeguarding-related complaints should be made in writing, emailed to the Welfare Officers on: **welfare@steepitc.org.uk**

Should a complaint be about one of the Welfare Officers, it should be addressed to the Club Chairman: **chairman@steepitc.org.uk**

Where the complaint relates to someone's conduct, the report submitted should include:

- a) details of what occurred, where it occurred, and when (time and date)
- b) details of any witnesses to the conduct
- c) an indication as to the desired outcome

The Club will deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. The complainant and any other members involved must treat as confidential any information known or communicated to them in connection with the investigation.

2. Handling of the complaint

The Welfare Officer/s will acknowledge receipt of the complaint and contact any parties mentioned in the complaint. If a junior member is involved in a complaint, the junior's parent or carer will be contacted instead.

The Welfare Officer/s will arrange to investigate the complaint and may request a meeting or written representations from any named parties. Members are expected to co-operate fully and promptly with any investigation.

All documentation relating to the complaint and investigation will be held on file and kept confidential.

Complaints will be dealt with as quickly as possible; we aim to conclude any investigations within 28 working days.

The gravity of the complaint will determine the action taken. Following the investigation, the Welfare Officers will propose whether the complaint should be upheld and what action, if any, should be taken. The Management Committee will consider this proposal and make a final decision. Should any member of the Management Committee be the subject of a complaint, they will not be involved in making the final decision.

Both parties will be issued with written reasons for the Committee's decision to uphold or dismiss the complaint, within 28 days of the decision being made.

3. Actions to be taken

Actions taken by the Management Committee to resolve a complaint will be reasonable and proportionate and may include, but are not limited to:

- a warning as to future conduct
- suspension from membership or from a position of responsibility within the Club
- removal from membership
- refusal of new membership

The Management Committee's decision will be final.

Following the conclusion of this process, the Management Committee will review relevant policies and procedures in light of the complaint, to try and avoid similar complaints recurring in future.



4. Liability

Steep LTC shall not be liable to any person for any loss, howsoever caused, whether direct, indirect, financial or consequential arising out of or in connection with any action taken under these procedures.

Date last reviewed: November 2023

Date of next review: November 2024

Policy owner: SLTC Welfare Officers