



## Stepps Lawn Tennis Club Complaints Policy

This policy tells you how to make a complaint at *STEPPS LAWN TENNIS CLUB*. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating or because someone has broken important rules or policies.

### **Values and principles**

You have the right to complain: The Club takes complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

**Equality:** You will receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** The 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:** The Club will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** The Club will treat complaints as confidentially as possible.

Sometimes the Club will have to discuss complaints with other organisations. If the Club are worried about a risk to a person or to the public, it might need to pass on its concerns to the right authorities. If necessary, the Club will get advice from other organisations such as the Police, Social Services or the LTA.

### **How to make a complaint**

If you have a complaint, it is often best to start by having a conversation with someone at the club. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the end of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. The Club will accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for the Club to handle your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint**

Complaints will usually be handled by senior staff and officials. Useful contact details have been included at the end of this policy.

- **Management Committee:** You can speak to any of our committee members.
- **Coaches:** Any of the coaches can also advise you on how to make a complaint.

- Welfare Officer: If you are a child, or if you are worried about the safety or welfare of a child.
- Anyone else involved at the club that you trust.

### **What will the Club do to investigate?**

The Club will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. The Club will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people to try to gather any information that may be relevant to the handling of your complaint.

Sometimes the Club will ask to show copies of information from the investigation to other people to allow them to respond. This is because the Club believes in fairness and openness. The Club will not share information if it thinks that this will endanger someone's safety or welfare.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact at the club. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. 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 will keep you informed. If your complaint leads to formal disciplinary action against someone, the Club will usually inform you about the outcome. The Club will not tell you the outcome if that person is a child, or if it is believed that telling you would create a risk to other people. In this situation, the Club will still try to tell you about how you are affected by the action that it has taken.

### **What are the possible outcomes or results of my complaint?**

In many cases, the Club will be able to resolve problems informally. This might include:

- A change in arrangements for particular activities.
- An explanation or apology.
- An agreement to communicate or act differently in future.
- If an informal resolution is not suitable, then a small committee of senior officials will look at the information about the case. The Club will try to make sure that this committee does not contain anyone directly involved with your complaint. The Club might decide to take the following action:
  - Formal disciplinary action under the rules of the club.
  - Changes in formal arrangements at the club.
  - A decision to refer the case to another organisation such as the LTA, Police, or Social Services.
  - Closure of your complaint without action.

### **Is there anyone else I can talk to?**

Sometimes it can be useful to speak directly to someone outside the club:

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

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 club's Welfare Officer: [welfareofficersteppstennis@gmail.com](mailto:welfareofficersteppstennis@gmail.com).
- The Tennis Scotland Lead Welfare Officer: Mat Hulbert 07949500458 / [matthew.hulbert@tennisscotland.org](mailto:matthew.hulbert@tennisscotland.org).
- The LTA's Safeguarding Team: 0208 487 7000 / [safeguardingconcern.lta.org.uk](http://safeguardingconcern.lta.org.uk).
- Childline: 0800 1111 / [www.childline.org.uk](http://www.childline.org.uk)
- the NSPCC advice line: 0808 800 5000 / [www.nspcc.org.uk](http://www.nspcc.org.uk)
- local Social Services: [www.northlanarkshire.gov.uk/social-care-and-health/public-protection](http://www.northlanarkshire.gov.uk/social-care-and-health/public-protection)
- the Police.

### **Questions or queries about this policy**

If you have a general query about this Complaints Policy or wish to write to us, please contact using either of the following options:

Letter: The President, Stepps Lawn Tennis Club, Lenzie Road, Stepps G33 6DX

Email: [presidentsteppstennis@gmail.com](mailto:presidentsteppstennis@gmail.com), [welfareofficersteppstennis@gmail.com](mailto:welfareofficersteppstennis@gmail.com)