



## Complaints Procedure

In the event that any **coach, employee, student, competitor or parent/guardian feels** that he, she or it has **suffered discrimination or harassment** in any way the **rules or LTA code of conduct have been broken** they should follow the procedures below.

1. The Complainant should report the matter in writing to Head Coach of Tennis Squad:

The report should include:

- (a) **details of what** occurred;
- (b) **details of when and where** the occurrence 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 person accused of discriminatory behaviour is an employee/contractor of Tennis Squad, Tennis Squad will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.

3. If the person accused of discriminatory behaviour is a player/competitor/parent/guardian Tennis Squad :

3.1 will request that both parties to the complaint **submit written evidence** regarding the incident(s);

3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;

3.3 may (at its sole discretion) **hold a hearing** (whether or not such a hearing is requested by either party) at which both parties 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 LTA policy, (including the Equality Policy):

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



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3.5 will provide both parties with written reasons for its decision to uphold or dismiss

the complaint within one (1) calendar month of such decision being made.

3.6 Either party may appeal a decision of Tennis Squad to the Tennis Club Committee (including a decision not to hold a hearing) by writing to the Club Secretary within 3 months of the Tennis Squad decision being notified to that party.

4. If the nature of the complaint is with regard to the Tennis Squad management the member/visitor has **the right to report the discrimination or harassment** directly to Club Committee or the relevant **County Association**.