



WARWICKSHIRE TENNIS

Warwickshire Lawn Tennis Association

Complaints and Appeal Policy and Processes

(Version 1.0, January 2021)

N.B. This policy only applies to programmes, competitions, events and teams promoted by Warwickshire Lawn Tennis Association. Club/venue related issues and concerns are to be dealt with by the relevant club/venue.

1. Warwickshire LTA's Complaints and Appeals procedures gives individuals an opportunity to query actions and decisions and formally make a complaint.

2. A formal complaint should:

- be made by email to the County Administrator at warwickshirelta@gmail.com within 2 days of any incident or failing that as soon as practicably possible
- state the full details of the complaint

3. The County Administrator:

- will forward the complaint to the Chair and the County Safeguarding Officer (CSO)
- will let the complainant know that the complaint process has started

4. Where possible the Chair and CSO will try to deal with the complaint with the complainant. If this is successful, the Chairman will normally inform the complainant of the outcome by email within 5 days.

5. Where the Chair and CSO feel it is not possible to deal with the complaint in this way, an independent Complaints Panel of 3 will be established that will include at least 2 members of the Warwickshire LTA Management Committee, excluding the Chair and CSO.

6. The Complaints Panel will be provided with all necessary information and documents and if required will ask the complainant and any others involved to attend the Complaints Panel hearing. The hearing will normally be held within 10 days of the original complaint being lodged and any decision made normally within 5 days of the hearing. The decision will be communicated by email.

7. Any appeal against the Complaints Panel decision must be made within 14 days of the decision. The complainant must state the grounds for any appeal, for example new evidence or lack of due process. It must be made by email to the

County Administrator at warwickshirelta@gmail.com within 5 days of receipt of the Complaints Panel decision.

8. The County Administrator will confirm receipt of the appeal by email and inform the Chair who will start the appeal procedure within 14 days of receipt of the appeal. It will be heard by an Appeals Panel of 3 set up by the Chair including 2 members of the Warwickshire LTA Management Committee and will not include anyone from the original Complaints Panel.

9. The Appeals Panel will make a decision within 5 days of the hearing and the decision will be communicated to the appellant by email. This decision will be final.

10. At the conclusion of the Complaints and Appeals procedures, Warwickshire LTA will provide relevant feedback to the complainant and implement any findings and improvements identified in a timely manner.

11. This Complaints and Appeals process was formally adopted by WLTA's Management Committee on 21 January 2021:

Warwickshire LTA Chair:

Sherrie Meaking

January 2021

Warwickshire LTA Secretary:

Roy Colabawalla

January 2021

