

Woodthorpe Tennis Club: Complaints Process

Any member wishing to raise a complaint related to their membership of the Club e.g. if they believe that they have experienced a breach of the Code of Conduct, is strongly encouraged to try to resolve the matter informally.

The following is the process for dealing with a complaint relating to the Code of Conduct but would apply equally to any complaint lodged.

Where it is not resolved or the member feels unable to address it informally, members should report the complaint/issue to the Club Secretary in writing, giving as much detail as possible. It is important to provide details of how and when you consider that the member has breached the Code of Conduct. The confidentiality of any member making a complaint will be respected but please be aware that the member complained about has the right to know the detail of the complaint made against them in order that the matter can be properly investigated.

Please do not use social media to raise or discuss complaints at any time. Please do not discuss the complaint with other members.

Once a complaint or issue has been lodged with the Club Secretary the following procedure will be followed:

- A committee member (or sub-group of the committee) will act as the investigating committee member. They will arrange a meeting with the member who reports the complaint to discuss the issue and gather/confirm as much information as possible. Another committee member will be present at the meeting to take notes but will not be part of the discussion.
- The committee member will inform the person/people who are the subject of the complaint that a complaint has been made, provide details of the complaint without breaching any confidentiality, and arrange to meet the member(s) concerned. The member(s) will be made aware that the meeting is part of this process and that they may be supported by another member at the meeting if they wish. The supporting member may not take part in the discussion.
- The member(s) will have the right to have a copy of the relevant information regarding the complaint and of the notes of any relevant meetings.
- The committee member will then report back their findings to the committee.
- In considering the issue the committee will consider any background information they consider relevant including the personal circumstances of the person/people who is/are the subject of the complaint, together with any external advice or guidance available to them which may be appropriate.
- The committee will decide on a course of action with regards to the complaint and arrange a feedback meeting with all of the members concerned.

- In the event of any complaint being upheld, the committee may impose a sanction on a member/s.

Sanctions

The following sanctions are available to the committee and are not mutually exclusive or necessarily cumulative:

1. **A verbal advisory conversation** – this will usually be appropriate where the breach is a first-time incident and it is considered less serious in nature.
2. **A written warning** – this will usually be appropriate for a more serious incident where the member has not previously breached the Code of Conduct or where there have been repeated less serious incidents.
3. **A temporary suspension** – this could be suspension from e.g. a particular session or matches, or a full suspension from all play or attendance at the Club. This would not normally last for more than 3 months, however this is at the discretion of the committee.
4. **Expulsion from the Club** – this will usually be appropriate when there are repeated breaches of the Code of Conduct, or when the breach is so serious that immediate expulsion from the Club is considered necessary by the committee. In any such case the committee will follow the procedure set out in the Club's Constitution.

No refund of subscriptions will be given for either suspension or expulsion.

Members may appeal to the committee in writing and within 14 days against any sanction given. The committee's decision following appeal will be a final one.

Last reviewed by Committee: November 2023

Next review: November 2024