

Woolpit Tennis Club

Complaints and Appeals Procedure

Complaints

Members and visitors may make complaints concerning any aspect of the Club, its management and its members. All complaints will be adjudicated by the Committee.

The Committee will ensure that complaints are reviewed carefully and that complainants are treated with respect, fairness and confidentiality when making a complaint. Complaints will not be recorded in any published Committee minutes circulated to the Club's membership. The Committee will follow LTA guidelines in dealing with complaints and may seek guidance from the LTA at its sole discretion.

Complaints Procedure

Complaints may be made to the Chairman or to any Committee member.

The Chairman is F.C.A. Hamilton. Telephone: (07880) 555 395. E Mail: fcahamilton@live.com

The list of Committee members and their contact details can be found on the Club's website: <https://clubspark.lta.org.uk/WoolpitTennisClub/Aboutus/COMMITTEE>

The complainant should report the matter in writing, to include the following information:

1. Full details of what occurred.
2. Full details of when and where it took place.
3. Details of any witnesses and copies of any witness statements.
4. An indication as to the desired outcome.

The Committee will review the complaint following receipt. The Club will respond to all complaints with a decision in writing within 14 days.

Appeals

If the complainant is not satisfied with the Club's response, an appeal may be made in writing within 14 days of receiving the response. The person complained against can only appeal in the case of suspension or removal from membership of the club. The Committee will appoint three of its members to conduct the appeal. The outcome of the appeal will be notified in writing within 14 days.

Outcomes

The Club will seek to resolve complaints informally where appropriate. Where this is not the case and a formal decision is made by the Committee, the Club has the power to impose the following sanctions on any person following a complaint:

1. Warn as to future conduct, to include a period of monitoring for future behaviour.
2. Suspend from membership for a defined period.
3. Remove from the membership of the club.
4. Exclude a non-member from the club either temporarily or permanently.

Note regarding confidentiality: whilst every effort will be made to preserve confidentiality, there could be circumstances where the matters at issue are such that it may not be possible. In such instances this will be explained to the complainant.

Woolpit Tennis Club, Rectory Lane, Woolpit, Suffolk IP30 9QP

Complaints & Appeals Procedure. Reviewed December 2022. Next review: December 2024