

## COMPLAINTS POLICY



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Approved: Jan Belcher

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Policy reviewed every 3 years or earlier if a change in legislation

Policy Title: Sodbury Tennis Club Complaints Policy  
Last updated March 2021

Next review March 2024 (or sooner if a change in legislation)

## **Introduction and purpose**

This complaints procedure may be used by club members, coaches, and visitors including contractors to Sodbury Tennis Club. We welcome your feedback and we want to hear from you if you are unhappy with us in any way. Please get in touch as soon as it's convenient. Most problems get resolved straight away, but we'll keep you informed while we look into your concerns. We endeavour to listen to you, acknowledge, investigate and inform you of the resolution of your complaint.

This policy explains everything you need to know about how to make a complaint, how we will handle a complaint and what you can expect from us as we try to make things right.

## **Values and Principles**

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

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

**Fairness:** We believe 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: we will always give priority to concerns that affect safety and welfare. Issues affecting children and adults at risk will be treated very seriously.

**Confidentiality:** we treat complaints as confidentially as possible. Sometimes we have to discuss complaints with other organisations.

If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

## **Complaints procedure**

- **How to make a complaint**

### **Informal concern**

Please inform a member of the committee, coaching team or Welfare Officer of your concern as soon as possible. That person should try to resolve the concern straight away and update you on the actions taken.

### **Formal complaint**

Inform the club chairman or club secretary in writing, or other committee member if any conflict of interest, that you would like to make a formal complaint and they will acknowledge your complaint within 5 working days.

**Serious allegations** should be brought to the attention of the club chairman at the earliest opportunity. Serious allegations, such as, potential abuse involving children and adults at risk, or theft will be reported to the relevant authorities such as the Welfare Officer and, where appropriate, the police.

- **How complaints are investigated**

The club chairman will direct any investigation which may involve members of the management committee, coaching team or the Welfare Officer, as appropriate to the complaint.

Within 30 working days of the complaint they will do their best to investigate and resolve your complaint and will inform you of the outcome of the complaint. If it takes longer than this, they will tell you the likely timescale and keep you informed of their progress throughout.

Refer to the Sodbury Tennis Club Constitution and Rules for further details on the complaints process and possible sanctions.

- **Further reviews**

If feedback from the investigation does not reach a satisfactory conclusion, then the investigation can be repeated by another person from the management committee who was not involved in the original investigation. They will acknowledge your complaint within five working days of receiving it. Within a further 15 working days they will review and respond to you, explaining what they've found and a proposal to put things right.

### **Related Policies/Statements**

Safeguarding policy  
Diversity and Inclusion Policy  
Standing Orders (Rules)  
Constitution  
Whistleblowing policy

### **Contacts**

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