

Time To Play Tennis Complaints Policy



CUSTOMER COMPLAINTS POLICY

In the event that any employee, contractor, member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way, this policy tells you how to make a complaint at *Time To Play Tennis*.

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 will be treated very seriously.

Confidentiality: we will treat complaints as confidentially as possible. Sometimes we may 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 Lawn Tennis Association.

If you make a formal complaint to *Time To Play Tennis*, we will aim to:

- acknowledge your complaint within two working days
- resolve your complaint
- provide a full written response within two weeks

We will investigate the cause(s) of your complaint as promptly as possible; if we cannot respond to you within two weeks, we will let you know.

We may contact you to ask for further information so that we can fully investigate your complaint.

At *Time to Play Tennis*, we follow the Complaints Policy for the Lawn Tennis Association, the governing body of tennis in the UK. You can [read more about the Complaints Policy on the LTA website](#).