



Kings Sutton Tennis Club - Complaints Procedure

In the event that any member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way, or that the policies, rules or code of conduct have been broken they should follow the procedures below.

If someone is in immediate danger - Call the police (999);

The club takes complaints about conduct and behaviour very seriously and works in line with the LTA's processes and procedures to respond to concerns. Initial efforts should be made to deal with the issue verbally between the respective parties, before raising a complaint. If this is not possible, or not successful, for any reason, then this is the policy that the club will follow:-

1. The complainant should report the matter in writing, via email, to the Welfare Officer (in the case of a child or vulnerable adult), or a member of the KSTC committee. Contact details are on the noticeboard in the clubhouse or on the club website. The report should include:
 - a) details of what occurred;
 - b) details of when and where the occurrence took place;
 - c) any witness details and copies of any witness statements;
 - d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
 - e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
 - f) an indication as to the desired outcome.
2. The complaint will be acknowledged within five (5) days of receipt.
3. The committee member or the Welfare Officer will investigate the complaint fully and fairly. This means that the complaint will be discussed with all of the relevant people involved. Those authorised to investigate will seek to gather any information that may be relevant to handling your complaint and may;
 - a) request that both parties to the complaint submit written information/evidence regarding the incident(s);
 - b) decide, after reviewing the complaint and supporting evidence, to uphold or dismiss the complaint without holding a hearing;
 - c) hold a hearing, (whether or not such a hearing is requested by either party), at which both parties will be requested to attend and present their case.

Those investigating will take into consideration data protection and privacy in all dealings with any complaint and therefore will not pass on any personal information unless prior permission has been received.

4. In many cases, the club hopes to be able to resolve problems informally. This might include:



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- a) a change in arrangements for particular activities;
 - b) an explanation or apology;
 - c) an agreement to communicate or act differently in future;
 - d) closure of the complaint without action.
5. Following the outcome of the investigations the club will;
- a) provide both parties with written reasons for the decision to uphold or dismiss the complaint within two (2) weeks of such decision being made and
 - b) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy:
 - warn as to future conduct;
 - temporarily suspend from membership;
 - permanently exclude from membership;
 - exclude a non-member from the facility, either temporarily or permanently; and
 - turn down a non-member's current and/or future membership applications.
6. Either party may appeal a decision to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within thirty (30) days of KSTC's decision being notified to that party.
7. If the nature of the complaint is against the club committee or other body or group at KSTC, the complainant is encouraged to report the incident to the club Chairman - contact details are on the noticeboard in the clubhouse or on the club website. The complainant also has the right to report the discrimination or harassment directly to the relevant County Association.

Questions or queries about this policy

If you have a general query about this policy please contact the secretary of KSTC.