

## Comments, Suggestions and Complaints Policy

At TWLTC we strive to go the extra mile so that we deliver our services properly, efficiently and to a high standard at all times. We would like to hear about what we are doing well and areas where we can improve.

### Comments and Suggestions

You can find a Feedback Form in our clubhouse or our website. Please do feel free to provide us with any feedback as it is always useful for us to know what you think we are doing well or what we might do better.

### Complaints

We take complaints about conduct and behaviour very seriously and work in line with the LTA's processes and procedures to respond to concerns.

You should always report initial welfare concerns to one of our Welfare Officers (see below) or a member of the committee, who may also contact the LTA for support. This includes if you are worried about a person's behaviour because it is unsafe, unprofessional, offensive, intimidating, discriminatory or illegal. They can contact the LTA who will support in making a decision about whether a referral to the Safeguarding Team is required.

We take reasonable steps to conduct a thorough investigation and always give priority to someone's safety and wellbeing. It is important that whilst we aim to resolve all complaints, in some situations we may decide we cannot investigate or take further action. We also reserve the right to end any investigation or refer to the LTA. If this happens you will be given the reasons for our decision.

We know the best way to resolve problems is by talking to the people involved, including the tournament organiser, referee, coach, member of staff or club member. We endeavour to take this approach before contacting the LTA as not all complaints will need to be reported to the LTA.

### Welfare Officers

**Name:** Alison Dry, Laura Byers

**Telephone Number:** 01892 525625

### Values & Principles

- **Right to Complain:** You have the right to complain and complaints are taken very seriously. You should never be bullied, harassed or disadvantaged for making a complaint.
- **Equality:** You will receive a response to your complaint regardless of your age, gender, disability, ethnicity/race, religion, sexual orientation or gender reassignment.
- **Fairness:** All complaints will be dealt with fairly and openly.
- **Safety and Wellbeing:** All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the LTA.

### Staying Informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending on the nature of the complaint. The person investigating will set a timeline and agree with you how often they will make contact.

If you want to discuss a problem or query please contact the British Tennis Services Team on 020 8487 7000.

### **Lodging a Complaint**

In the event that any employee, member, volunteer, visitor or visiting team or player 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 procedure below.

1. The complainant should report the matter in writing to one of the Welfare Officers or another member of the committee. The report should include:
  - 1.1 Details of what occurred;
  - 1.2 Details of when and where the occurrence took place;
  - 1.3 Any witness details and copies of any witness statements;
  - 1.4 Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
  - 1.5 Details of any former complaints made about the incident, including the date and to whom such a complaint was made; and
  - 1.6 An indication as to the desired outcome.
2. If the person accused of misconduct is an employee, the committee will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or, if none exists, the statutory disciplinary procedure.
3. If the person accused of misconduct is a non-employee, the committee or representative of the committee:
  - 3.1 Shall have power to terminate or decline to renew the membership of, or suspend or exclude from the Club premises any member or visitor (including parents or guardians of minors) whom it considers guilty of a breach of the Club Rules or Club Regulations or the KCLTA Rules or the LTA Rules or of misconduct or of offensive behaviour to any other member, visitor or employee. In such case 14 days' written notice shall be given to the offending member or visitor, detailing the allegations against them and requesting they appear before the Committee to answer the complaints made. Any member or visitor who is aggrieved by a decision of the Committee may within 21 days appeal in writing to the Appeals Panel which shall determine whether to affirm the decision or make a different decision. Appeals will be heard as soon as possible and in any event within 28 days of the appeal being lodged.
  - 3.2 In the case of breaches which the Chairman and/or Committee consider of extreme severity, the Chairman and/or Committee may require the immediate suspension of any member's or visitor's right to attend the Club's premises pending the conclusion of the process set out in 3.1 above.
  - 3.3 Either party may appeal a decision of the committee and/or the Appeal Panel to the County Association (including a decision not to hold a hearing) by writing to Kent LTA's County Secretary within 3 months of TWLTC's decision being notified to that party.
4. If the nature of the complaint is with regard to the committee or other body or group in TWLTC, the member/visitor has the right to report the incident directly to Kent LTA.