

Castleton Tennis Club

Complaints Policy

Purpose and Scope

This policy tells you how to make a complaint at Castleton Tennis Club.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

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 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.

How to make a complaint?

IMPORTANT: If an issue relates to a safeguarding issue, then this should be reported in accordance with the clubs safeguarding policy and procedures, which are available [here](#)

- If you have a complaint, this should be submitted in writing to castletontennisclub@gmail.com. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible
- We will endeavour to give an initial acknowledgement of your complaint within five working days.

What will we do to investigate?

Castleton Tennis Club

- A Sub-Group of the committee (minimum of 3 committee members) will then arrange a meeting with you to discuss the issue. The Sub-Group may also arrange a meeting with the person or people who are the subject of the complaint
- In considering the complaint, the committee members will take into account any background information they consider relevant including the personal circumstances of the person who is the subject of the complaint, together with any external advice or guidance available to them which may be appropriate
- After the Sub-Group have deliberated and decided on a course of action with regards to the complaint, they will arrange a feedback meeting with you
- In the event of a complaint being upheld, the committee will exercise their authority in accordance with club rules. They can impose any one or more of the following sanctions on a member found to be in breach of this code of conduct
 - a. A warning as to future conduct
 - b. Disqualification from any event or tournament in which the breach has taken place
 - c. Suspension of a member from membership
 - d. Exclusion of a non-member from the club's premises
 - e. Expulsion of a member from the club
- All decisions made by the committee in relation to the conduct of its members when representing the club or in relation to the conduct of any individual within our premises are final

How will I know what is happening?

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside of the club:

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the issue with someone at the club
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly: <https://www.lta.org.uk/about-us/contact-us/>