

Byfleet Lawn Tennis Club Limited - Complaints Policy

In the event that any employee, member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the club policies, rules or code of conduct have been broken, this policy tells you how to make a complaint at Byfleet Lawn Tennis Club Limited (the Club).

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 the 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 LTA.

How to make a complaint

1. If you have a complaint, it is often best to start by having a conversation with someone at the Club – either a coach or a Board member. They may be able to help to resolve your problem, but if they cannot or you would prefer not to, you could also make a written complaint following the procedure set out in paragraph 2 below.
2. The complainant should report the matter in writing to the club secretary or another member of the Board. The report should include:
 - Details of what occurred
 - Details of when and where the occurrence took place
 - Any witness details and copies of any witness statement
 - Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed)
 - Details of any former complaints made about the incident, including the date and to whom such a complaint was made, and
 - An indication as to the desired outcome.

How will my complaint be handled?

3. If the person against whom the complaint is made is an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the ACAS Codes of Practice.

4. If the person against whom the complaint is made is a non-employee of the Club, or the complaint concerns a breach of the Rules or Regulations of the Club the Board will refer the complaint to the Complaints and Dispute Resolution Sub Committee (CDRSC) who may:
 - Request that both parties to the complaint and/or any other person with information relevant to the complaint submit written evidence regarding the matter(s)
 - Decide (at its sole discretion) to consider the complaint without holding a hearing
 - (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case.

5. Following the conclusion of any investigation into the complaint by the CDRSC pursuant to paragraph 4 above the CDRSC will submit a report in writing to the Board, setting out their findings and any recommendations they consider appropriate.

6. On receipt of the report from the CDRSC the Board (subject to paragraph 7 below), shall be bound by the findings of the CDRSC and may accept any recommendations made by the CDRSC. If a complaint is upheld, the Board will have the power to impose any one or more of the following sanctions:
 - Warn a member as to future conduct
 - Suspend a member from membership
 - Remove a member from membership
 - Exclude a non-member from the Club, either temporarily or permanently
 - turn down a non-member's current and/or future membership applications
 - and/or any other sanction as the Board deem fit.

In addition, or alternatively to the above sanctions the Board may make or take the following steps:

- provide an explanation or apology
- agree to communicate or act differently in future

The Board will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

If a complaint is made about a member of the CDRSC or the Board, the person complained about will absent themselves from that CDRSC or Board meeting called to determine the recommendations and/or outcome of the complaint or the sanctions.