



Hexham Tennis Club, Tynedale COMPLAINTS POLICY

This policy tells you how to make a complaint at Hexham Tennis Club, Tynedale.

Our aim:

Hexham Tennis Club, Tynedale aims to provide quality courts and facilities, encourages a range of tennis play, and fosters a respectful and friendly environment for the benefit of all members of the club. The tennis club committee endeavours to work in an open and accountable way.

We treat a complaint as a clear expression of dissatisfaction about an aspect of the club or an individual, which calls for a timely response. We would aim to deal with your complaint promptly, politely and, when appropriate, confidentially.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

How to make a complaint

The complainant's responsibility

1. If you have a complaint about the club, you should make a formal complaint in writing, by filling in the **Complaints form**.
2. When filling in the Complaints form, please explain the issue, or what happened, as clearly and as fully as possible. Keep your remarks honest, helpful, and constructive.
3. **Please email your completed Complaints Form within two weeks of the issue arising to the Club Secretary, Trisha Gillespie:**
secretary@hexhamtennisclub.co.uk and copy to
members@hexhamtennisclub.co.uk
4. Allow the club a reasonable time to deal with the matter
5. Recognise that in some circumstances the issue may be beyond the control of Hexham Tennis Club, Tynedale

Hexham Tennis Club, Tynedale's responsibility will be to:

- acknowledge your formal complaint in writing as soon as possible.
- respond to you within a reasonable time period and update you on progress.
- deal reasonably and sensitively with the complaint; and
- take action where appropriate

Hexham Tennis Club, Tynedale and Membership suspension

Should a complaint to the club concern a fellow member, there is a procedure that could result in membership suspension, described in the club 'Rules and Regulations' Item 10. This outlines the procedure should the Committee need to refuse, terminate or suspend any membership. This would be discussed at committee. 'For the purpose of this rule, a vote of not less than two thirds of the Committee present and voting at such a meeting shall be necessary. Before the committee terminates any membership, the member concerned shall be given seven days notice in writing stating the date and time of the meeting and details of the complaint(s) and shall have the right to appear before the Committee to answer such complaint(s) and may call reasonable evidence on his or her own behalf.'

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

What will we do to investigate?

We will give an initial response to your complaint as soon as possible. If the matter is urgent we would do our utmost to respond quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint. Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

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. You will be given updates on the progress of your complaint. 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.

Outcome of the Complaints procedure

The outcome of the complaints procedure will be communicated to you in writing by the Secretary.

Appeal process

Should you wish to appeal against the outcome of the Complaints procedure, you can do so within a reasonable timescale, not exceeding 21 days of the date that the outcome was sent to you, by writing to the Secretary, stating the grounds of the appeal.

The criteria by which someone can appeal might include new evidence, due process having not been followed, etc. A general dissatisfaction with the outcome of the complaint process would not normally constitute grounds for appeal.

The appeal would be considered by someone who is independent of the original incident complaint process – this might be another committee member, or, if necessary, an external expert appointed by the Club.

The outcome of the appeal process will be notified, in writing, to the complainant as soon as possible after lodging the appeal.

Hexham Tennis Club, Tynedale

Contact for Complaints

Secretary, Trisha Gillespie

secretary@hexhamtennisclub.co.uk and copy to members@hexhamtennisclub.co.uk

Or post to: Trisha Gillespie, Secretary, Hexham Tennis Club, Tynedale, 5 Mithras Court, Wall, Hexham, NE46 4DJ.

The Secretary will email you the form 'To Report a Complaint' on request. Paper copies will be available in the tennis pavilion.

Welfare Officer and Safeguarding

If you are worried or need urgent advice about a child's welfare or someone's safety contact the Club Welfare Officer, Joey Oliver: Mobile: 07790 061517. email:

welfare@hexhamtennisclub.co.uk

Local Authority Children's Services: (01434 603582 daytime, 01670 822386 after hours).

Local Authority Adult Services (01670 536400).

The Police in an emergency 999.

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