BRAMHALL QUEENSGATE TENNIS CLUB
COMPLAINTS PROCEDURE

BQTC is committed to providing a friendly, positive and safe sporting and social environment for its members. The Committee therefore aims to ensure members uphold a high standard of behaviour on a tennis court, within BQTC's premises and whenever representing BQTC.

Objectives

i) To deal with all complaints, both internal and external, in a fair and transparent way.
ii) To provide clear instructions to members and others so they are aware of the procedures that will be taken if they wish to make a complaint or if one is received.

Procedures

How to make a complaint

If you have a complaint, it is often best in the first instance to have a conversation with someone from within the club and someone you trust such as a captain, coach or other member of the committee, providing as much detail as possible. This can either be done face to face, over the telephone or by email.

If the matter cannot be resolved informally, or if it is of a serious nature, you may wish to make a formal written complaint.

Confirmation and acknowledgement of complaint

You should put your complaint in writing and send it to the Honorary Secretary (hereafter the Secretary). However, if the complainant does not wish to write direct to the Secretary, any Committee member may receive the complaint in writing and forward to the Secretary.

If for some reason a formal complaint cannot be put in writing but only verbally, the Secretary or a member of the Committee, must make a written note of the conversation and its date, sign the note as a record of the conversation before submitting it to the Secretary (if not the initial recipient).

The complainant should set out the nature of the complaint including any relevant facts, dates & names of individuals involved including witnesses so we can investigate fully. If it is known that other members or visitors have had similar experiences, their names should be included subject

to their consent. If there have been former complaints about the incident or related incidents, these details should also be included along with dates and the name(s) of the person(s) informed.

The Secretary will acknowledge the complaint and confirm the process by which the complaint will be handled within 10 working days of receipt *(note: this process is not necessarily the same in all instances and is subject to the discretion of the Chair)*. All communication will be noted. (Notification can be by email or by telephone.)

Once a formal complaint has been submitted, all communication from all parties must be directed only to the chair of the investigating committee.

The member mentioned in the complaint will be contacted by the person leading on the complaint and notified that a complaint has been received within 14 working days of receipt of the complaint by the Secretary.

Junior members

If a junior member is involved in a complaint, the child's parents will be contacted directly within the time scales above and then the procedures for handling a complaint will be followed and will include BQTC's Welfare Officer if they are not a member of the investigating committee.

Consideration of complaint

The complaint will be investigated by two or more members of the Committee (the "investigating committee"), membership and chair determined by the BQTC Chair.

We will investigate the complaint fairly. This means discussing the complaint with all parties to gather all information that maybe relevant. A meeting will be requested with all of the parties named in the complaint independently to consider their account of what happened. Notice of no less than 5 working days will be given for the meeting(s).

It may be necessary as part of this process, to ensure fairness and transparency, to show copies of information from the investigation to others to enable them to respond. Information will not be shared if there is a potential to endanger personal safety or welfare.

Data protection and privacy will be taken into consideration during the process.

Following the investigation, the investigating committee:
• may request that any of the parties to the complaint submit written evidence regarding the incident(s);
• may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing; and / or
• may (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.

All discussions and meetings must be documented via minutes throughout this process and held on file by the Chairman or Secretary.

Complaints will be finalised as soon as possible but no later than 6 weeks after the complaint was received by the Secretary.

Action

The seriousness of the nature of the complaint will determine the action taken. **The investigating committee will reach a decision on the action to be taken** and report it back to the Committee.

The Committee or investigating committee will have the power to impose or issue any one or more of the following sanctions on any person (member or non-member) found to be in breach of any policy (subject to any conditions set out within the BQTC Rules and Regulations as well as the LTA Code of Conduct):

- warning as to future conduct;
- suspension from selected club activities;
- suspension from membership;
- removal from membership;
- (for non-members) exclusion from the facility, either temporarily or permanently; and
- (for non-members) refusal to accept current and / or future membership applications.

Further actions may include a requirement from the complainee that there is one or more of the following:

- an explanation or apology
- a change in arrangements
- an agreement to act differently

Both parties will be provided with written reasons for the decision to uphold or dismiss the complaint within two weeks of such decision being made.

Appeal process

If the complainant or complainee is not satisfied with the outcome of the complaint they have a right of appeal to the Committee. A letter or email must be sent to the Secretary detailing the grounds on which they wish to appeal and stating the outcome they hope to achieve.

The Committee will review the complaint and respond to the complainant/complainee within a calendar month of receiving the appeal.

Following the conclusion of the complaints process, the Committee will review all policies and procedures in light of the complaint in order to try to avoid similar complaints reoccurring in future, where possible.