



Chelsfield Park Lawn Tennis Club

Complaints and Disciplinary Procedure

Purpose

Chelsfield Park Lawn Tennis Club is committed to providing a safe, welcoming, and inclusive environment for all members, visitors, volunteers, and coaches. This procedure explains how complaints and disciplinary matters will be handled in a fair, transparent, and timely manner, in line with principles supported by the Lawn Tennis Association (LTA).

1. Raising a Concern or Complaint

Members are encouraged to raise concerns as soon as possible.

Concerns may be raised by:

- Speaking to a committee member or club official; or
- Submitting a written complaint to the Club committee at chelsfieldparkltdc@gmail.com.

Complaints should include:

- A description of the issue or incident
- Date, time, and location
- Names of individuals involved (if known)
- Any supporting information or evidence

2. Informal Resolution

Where appropriate, the club will first try to resolve the matter informally through discussion or mediation between those involved. Many concerns can be resolved quickly at this stage.

3. Formal Complaints Process

If the matter cannot be resolved informally:

1. The club will acknowledge the complaint within **7 days**.
2. The committee (or a small disciplinary panel) will review the matter and gather information from those involved.
3. All parties will be given the opportunity to present their account.
4. The committee or panel will decide and confirm the outcome, normally within **21 days**.

4. Possible Outcomes

Depending on the circumstances, the club may decide to:

- Take no further action
- Provide advice or guidance
- Issue a verbal or written warning
- Apply temporary restrictions on club activities
- Suspend or terminate club membership in serious cases

5. Safeguarding and Serious Conduct Issues

Any safeguarding concerns, discrimination, or serious misconduct may be referred to the LTA's relevant procedures.

6. Appeals

If a member believes the complaint has not been handled fairly, they may submit an appeal to the club committee within **14 days** of the decision. The appeal will be reviewed by committee members not previously involved where possible.

7. Confidentiality and Records

Complaints will be handled confidentially and shared only with those involved in resolving the issue. The club will keep appropriate records of complaints and outcomes to support good governance.