

TENNIS LEICESTERSHIRE COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

Version September 2021

Review Anually for changes.

TENNIS LEICESTERSHIRE COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

1. Our Aim

Tennis Leicestershire is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the person to provide feedback to the member of staff or service.

4. Complaints

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

5. Responsibilities

Tennis Leicestershire's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 5 days acknowledging receipt of the complaint
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to The Administrator admin@tennisleicestershire.co.uk attention normally within 8 weeks of the issue arising.
- raise concerns promptly and directly with The Tennis Leicestershire Administrator
- explain the problem as clearly and as fully as possible giving,

- The exact nature of your complaint;
 - details of what occurred;
 - details of when and where the occurrence took place;
 - any witness details (and copies of any witness statements if possible)
 - 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 complaint was made; and
 - any action taken to date;
 - an indication as to the desired outcome;
- allow Tennis Leicestershire a reasonable time to deal with the matter, and
 - recognise that in some circumstances may be beyond Tennis Leicestershire's control.

6. How will my complaint be handled?

- Once we have your complaint, we will aim to send you an acknowledgement email within five working days.
- A **Safeguarding** issue concerning a child or vulnerable adult will be a priority case. It will be referred to the County Safeguarding Officer immediately and the procedures for this will be initiated as described in our [Safeguarding Policy](#)
- All other complaints (excluding Safeguarding with respect to a child or adult at risk) will be passed to the Chair of Tennis Leicestershire who will decide who will investigate the complaint.
- The complaint may then need to be investigated by one or more members of the Tennis Leicestershire Board (forming the investigating committee). Where the complaint is against a committee member then this person will be excluded from the investigating lead / committee.
- We will investigate your complaint fairly. This means that we aim to discuss the complaint with everyone relevant involved.
- The investigating lead / committee:
 - 1) may request that any parties to the complaint submit written evidence regarding the incident(s);
 - 2) may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;
 - 3) may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by any party) at which all parties will be entitled to attend and present their case;
- All discussions and meetings will be documented via minutes throughout this process and held on file by the Chair or County Administrator.
- The Tennis Leicestershire Board will be made aware of all complaints received and the outcome of any investigation.
- The complainant will be advised of the decision of the investigating lead/committee.
- Where a complaint is upheld the investigating lead/committee will impose any one or more of the following sanctions:
 - a) warn as to future conduct;
 - b) suspend from county activities for a specified period;
 - c) remove from county activities permanently;
- The investigating committee will provide all parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

7. Appeals

If the complainant is not satisfied with the outcome of the investigation, they have a right of appeal to the Chair of the Tennis Leicestershire Board. A letter must be sent to the Chair detailing why they wish to appeal and stating the outcome they hope to achieve.

The Chair will review the complaint and respond to the complainant within one calendar month of receiving the appeal.

If the complainant is not satisfied with the outcome of this appeal, they may appeal to the LTA again in writing give clear reasons why they are not satisfied with the outcome of their appeal and stating what outcome they wish to achieve.

8. 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.

Chairperson Kate Stock
County Safeguarding Officer Linsey Richmond

Date 05/12/2023
Date 05/12/2023