

Feedback: Comments, Complaints and Suggestions Policy

At our club we strive to go the extra mile so that we deliver our services right, efficiently and to a high standard at all times. We would like to hear about what we are doing well and areas where we can improve.

We understand there are times you may not always be happy with our club. Therefore your feedback is very important to us to ensure we continue to provide an excellent service.

Complaints

We take complaints about conduct and behaviour very seriously and work in line with the LTA's processes and procedures to respond to concerns.

You should always report initial concerns to our Welfare Officer (see below), who may also contact the LTA for support. This includes if you are worried about a person's behaviour because it is: unsafe, unprofessional, offensive, intimidating, discriminatory or illegal. They can contact the LTA who will support in making a decision about whether a referral to the Safeguarding team is required.

We take reasonable steps to conduct a thorough investigation and always give priority to someone's safety and well-being. It is important to recognise that whilst we aim to resolve all complaints, in some situations we may decide we cannot investigate or take further action. We also reserve the right to end any investigation or refer the LTA. If this happens you will be given the reasons for our decision.

We know the best way to resolve problems is by talking to the people involved, including the tournament organiser, referee, coach, or club member. We endeavour to take this approach before contacting the LTA as not all complaints will need to be reported to the LTA.

Welfare Officer

Name: Vanda Joss

Telephone number: 07746 697733

Values & Principles

- **Right to Complain:** You have the right to complain and complaints are taken very seriously. You should never be bullied, harassed or disadvantaged for making a complaint.
- **Equality:** You will receive a response to your complaint regardless of your age, gender, disability, ethnicity/race, religion, sexual orientation or gender reassignment.
- **Fairness:** All complaints will be dealt with fairly and openly.

- **Safety and Well-being:** All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the LTA.

Staying Informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending on the nature of the complaint. The person investigating will set a timeline and agree with you how often they will make contact.

If you want to discuss a problem or query please contact the British Tennis Services Team on 020 8487 7000.