

# Avondale Lawn Tennis Club

## Section 2 – Policies and Procedures

### 2.10 Complaints Policy

This policy tells you how to make a complaint at Avondale Lawn Tennis Club, and how we will deal with your complaint.

The complaint maybe because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

We believe:

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

That complaints should be dealt with fairly and openly, unless it would put other people at risk. Those affected by a complaint should have a chance to contribute and respond to any investigation.

We will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

We treat complaints as confidentially as possible. sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

#### **How to make a complaint?**

If you have a complaint, it is often best to start by having a conversation with someone at the club. This could be anyone from the Coaching Team or the General Committee. They may be able to help to resolve your problem, but if they are unable to you may need to put your complaint in writing.

If you make a written complaint. It should be addressed to the Chairman of the Club. We accept anonymous complaints, but this may make it very difficult to investigate properly. It is easier for us to handle your complaint if you provide as much detail as possible.

#### **Who to contact to make a complaint?**

General committee: details are on the club notice board and our website.

Coaches: the coaches are available during courses or Saturday morning coaching.

Child Protection Officer: details are available on the Junior Notice Board.

AGM: if they are not personal complaints this maybe the right forum.

If you are a child, and you have a concern, please talk to any adult at the club you trust, they can then help you talk to the relevant individual. If you are an adult worried about the safety or welfare of a child you should contact either the coaches or the Child Protection Officer. Or you could contact The Child Protection Officer at the County LTA , Childline, or the NSPCC advice line, local Social Services or the Police.

If your complaint is very serious you may need to seek specialist advice. The LTA is able to advise on a range of different complaints.



# Avondale Lawn Tennis Club

## **How will I know what is happening?**

We will give an initial response to your complaint as soon as possible, depending on the urgency of the complaint.

## **What will we do to investigate?**

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. If required, 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. If there are delays in handling your complaint for any reason, we will keep you informed.

## **What are the possible outcomes or results of my complaint?**

In many cases, we are able to resolve problems informally.

This might include: A change in arrangements for particular activities, an explanation or apology, an agreement to communicate or act differently in future. Formal disciplinary action might include; disciplinary action, changes in formal contracts or arrangements. The decision could be referred to another organisation such as the LTA, Police, or Social Services.

## **How will I be informed?**

You will be informed of the outcome, by either the Chairman of the Committee or a committee member. It may not always be possible to give all details, especially if a child is involved, or we feel we would create a risk to other people.

Other Sources of Information:

LTA Child Protection  
T: 0208 487 7008/7116  
M (24 hour): 07971 141 024  
E: [childprotection@lta.org.uk](mailto:childprotection@lta.org.uk)  
[www.LTA.org.uk/childprotection](http://www.LTA.org.uk/childprotection)

Childline: 0800 1111 or visit [www.childline.org.uk](http://www.childline.org.uk)