



Complaints Policy

Halesowen Tennis Club is committed to providing a safe and fair environment for members.

This policy tells you how to make a complaint at Halesowen Tennis Club. It is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be 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.

Values and principles

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.

Equality: 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.

Fairness: we believe 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.

Safety and welfare: we will always give priority to concerns that affect safety and welfare. These issues will be treated very seriously.

Confidentiality: we will treat any complaint as confidential. If we need to speak to other members to investigate the complaint, we will liaise with the complainant before doing so. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the appropriate 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, there are some suggestions below as to who to speak to. They may be able to resolve your problem without further action. You can also make a written complaint. The address for written complaints is at the bottom of this policy, which should be addressed to the Tennis Club Secretary or the Communications Officer.

If your complaint is of a serious nature or needs to be looked into further, you will normally be asked to put your complaint in writing.

Who to contact to make a complaint?

Complaints will be handled by the Committee. With this in mind you can;

- Speak to any of our Committee Members (see details at the bottom of this document)
- Speak to our Head Coach
- Speak to our Welfare & Safeguarding Officer
- Speak to or Email our Communications Officer.

What will we do to investigate?

We will try to give an initial response to your complaint immediately after the next committee meeting. If the matter is urgent, we will respond more quickly. 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. This may involve sharing information with other people to allow them to respond, as we believe in fairness and openness. However, we will not share information if we think this would endanger someone's safety or welfare.

How will I know what is happening?

In more serious matters 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. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

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

If an informal resolution is not suitable, then a small sub-committee of senior officers of the club will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint.

They might decide to take the following action:

- Formal disciplinary action
- Make changes in formal contracts or arrangements put in place
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.
- Closure of your complaint without action

If you are unhappy with the Committee's decision, you have the right to refer your complaint to the Main Club Committee for an independent review.

Our committee members can be found at the following web address:

<https://www.halesowentennisclub.com/committee-members>

You can also contact the club via

<https://www.halesowentennisclub.com/contact-us>

or addressing to

Halesowen Tennis Club
Manor Way
Halesowen
B62 8RW