

Complaints Procedure

Haslemere Tennis Club aims to ensure we provide excellent facilities and services, in a safe welcoming environment for all of our members. We are always keen to hear what we do well and equally importantly where we can improve.

We take all complaints seriously and will treat everyone equally and fairly. We aim to resolve any issues or complaint promptly and appropriately, our primary concern is for the safety and wellbeing of our members.

Complaints should initially be made to the most appropriate member of the management team, who may be one of the following contacts:-

| | | |
|----------------------|----------------|------------------------------|
| Safeguarding Officer | Susie Urquhart | susieurquhart@hotmail.com |
| Head Coach | Josh Woodward | coaching@haslemeretennis.com |
| Club Chair | Lynda Merican | chair@haslemeretennis.com |

Any safeguarding concerns should be reported to the club's Safeguarding Officer, Susie Urquhart, who will manage the issue with the advice and support of the LTA's Safeguarding Team.

Most complaints can usually be resolved promptly, informally and confidentially. However, if your complaint is unresolved you can raise a formal complaint in writing, addressed to the club chair, which will be reviewed and investigated by the committee. The committee will endeavour to resolve the issue as quickly as possible but will respond to you within ten days.

As part of the process it may be necessary to:-

- Gather information and discuss your complaint with relevant people.
- Provide details of the complaint to people concerned to enable them to respond.
- We will not share any information which endangers someone's safety or welfare.
- We will not pass on personal information unless we have permission to do so.
- We will take data protection and privacy rules into consideration.
- The club reserves the right to bring any investigation to an end or refer it to the LTA.
- You will be advised of the committee's decision but if the matter involves a child or we believe telling you would risk the welfare of others, you may not be advised of the action taken.

If a formal disciplinary procedure is considered warranted, the following process will be adhered to.

Disciplinary Procedure

If any Playing Member is in breach of Club Rules or if the conduct of any Playing Member, whether in or out of the Club, appears to any other Playing Member to be detrimental to the character, good order or welfare of the Club, then a complaint should be sent to the Secretary or the Chairman or any member of the Committee.

i) The Chairman of the Club, or in their absence the next most senior member of the Committee, shall be empowered, when they consider it appropriate, to order the immediate suspension of a Playing Member pending further enquiry. This will normally be done by interviewing the Playing Member with the Secretary present. The decision will be notified to the Playing Member in writing.

ii) A Preliminary Hearing will be held, normally within 14 days, at which the incident or conduct shall be considered by a minimum of three members of the Committee, the Chairman, Secretary and the appropriate other Committee member, forming the Preliminary Hearing Committee. Any Playing Member concerned shall be invited to attend and to make written representations to the Preliminary Hearing Committee but failure to attend at and/or submit written representations to the hearing upon due notice being given shall result in the hearing proceeding in the absence of the presence of the Playing Member and/or written representations from such person. Any Playing Member so invited shall receive at least 3 clear days' notice in writing of the date of the Preliminary Hearing.

The Preliminary Hearing Committee may by majority vote either dismiss the case or refer it to the Disciplinary Committee for a Disciplinary Hearing. The Preliminary Hearing shall provide the Disciplinary Committee with a written summary of the Preliminary Hearing. Any Playing Member concerned shall be notified in writing of the Preliminary Hearing's decision; within 7 days of the date of such decision.

If the situation warrants and both parties are in agreement, a Preliminary Hearing may be dispensed with and a Disciplinary Hearing convened.

iii) A hearing of the Disciplinary Committee shall be held within 28 days of the date of the Preliminary Hearing. Any Playing Member concerned shall be invited to attend the Hearing and to make written representations to the Disciplinary Committee but failure to attend at and/or submit written representations to the hearing upon due notice being given shall result in the hearing proceeding in the absence of the presence of the Playing Member and/or written representations from such person. Any Playing Member so invited shall receive at least 14 clear days' notice in writing of the date of the hearing.

iv) The Disciplinary Committee will consist of not less than 5 Members of the Committee which will include the members of the Preliminary Hearing. The Disciplinary Committee may in its absolute discretion resolve:-

- a) By simple majority, to dismiss the case.
- b) By simple majority, to pass admonishment or written caution
- c) By simple majority, suspend the playing member for a period up to but not exceeding three months from the date of the decision. In any such case a written warning about future conduct will normally be given to the Playing Member concerned.
- d) By resolution passed by three quarters of the Disciplinary Committee present at the Hearing, to suspend or terminate a Playing Member's membership for a defined period over three months or indefinitely.
- v) Written notification of any decision made by the Disciplinary Committee shall be given to the Playing Member within seven days of the date of such decision.
- vi) The Playing Member shall have no claim or other right of action or right of appeal against the Club, the Company, the Disciplinary Committee, or any other Playing Member.
- vii) A suspended Playing Member shall not be entitled to use the Club facilities, nor to attend any General Meeting of Playing Members, nor to vote at any election, nor hold any Office during suspension; but shall remain liable to pay their subscription.