

Arnside Tennis Club

COMPLAINTS POLICY

Written by :	Checked by :	Approved by :
Date :	Date :	Date :

HISTORY PAGE

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1. SUMMARY OF THE TYPES OF COMPLAINTS

Complaints about specific issues occurring within Arnside Tennis Club can be classified into three types :

- 1) Complaints about unacceptable behaviour by one or more members, poor administration or procedures
- 2) Complaints about the conduct of one or more members of the Management Committee
- 3) Complaints about the actions of the Management Committee in general

This document defines the procedure which should be followed by the Management Committee following receipt of a complaint.

Type 1 Complaints

If an individual or group wishes to submit a formal complaint regarding unacceptable behaviour by one or more members, poor administration or procedures, the complaint is dealt with by the Management Committee.

If the Chair is involved in the complaint, the Chair is asked to leave the meeting and a suitable deputy Chair appointed to act whilst the complaint is discussed.

Type 2 Complaints

If the complaint is about the conduct of a one or more members of the Management Committee, but does not involve the Chair, then the complaint is reviewed by the Chair and a sub-committee of two additional Club members who are not involved in the complaint and may or may not be members of the Management Committee. If the complaint is about the conduct of specific members of the a nominated suitable chair and two additional Club members who are preferably members of the Management Committee, but may be Club members if necessary.

Type 3 Complaints

If the complaint is about the conduct of the Management Committee in general, two approaches may be taken :

Either :

- 1) An Extraordinary Meeting of the Club is called to discuss the complaint in detail, followed by a new election for the Officers and members of the Management Committee held.
- 2) For serious complaints (e.g. about maladministration) the complaint should be forwarded by the Secretary to the Cumbria Lawn Tennis Association who may the involve the Lawn Tennis Association.

2. PROCEDURE FOR DEALING WITH COMPLAINTS ABOUT UNACCEPTABLE BEHAVIOUR BY ONE OR MORE MEMBERS, POOR ADMINISTRATION OR PROCEDURES

- 2.1 The complainant should be asked to put the complaint in writing. This should be lodged with the Secretary, with the Chair or another nominated member of the Management Committee who is not involved in the complaint.
- 2.2 The complaint should be acknowledged by the Secretary, who should advise the complainant when the complaint will be heard by the Management Committee. The complainant(s) will be invited to attend the arranged hearing along with any representative.
- 2.3 Documentation or other evidence relevant to the complaint should be lodged with the Secretary by the complainant at least seven days prior to the hearing. Similarly, any documentation to be used by the Management Committee/relevant sub-committee in dealing with the complaint should be provided to the complainant.
- 2.4 At the hearing, the chair of the hearing should first introduce everyone present and explain the procedure.
- 2.5 The complainant, or representative, should then outline the grounds for complaint and may be asked questions by members.
- 2.6 The Chair, or other proper officer, may then explain the Management Committee's position and may be asked questions by members.
- 2.7 Final representations may then be made to the meeting, first by the chair of the hearing and then by the complainant.
- 2.8 The complainant (and representative, where relevant) should then be asked to retire from the room whilst members consider their decision, although they should **both** be asked to return where clarification of any relevant point is necessary.
- 2.9 The complainant (and representative, where relevant) should be asked to return to the room to hear the members' decision on the complaint, or otherwise advised when this will be made.
- 2.10 The decision should be confirmed in writing within seven working days of the meeting at which a decision is made, together with details of any action to be taken.