



Bewdley Tennis Club Complaints Procedure.

Where you have a concern about any aspect of the Bewdley Tennis Club (BTC), its management or a member conduct please in the first instance raise with the relevant club officer or committee member who will attempt to address the matter. If concerns relate to child safeguarding or welfare issue the matter should be raised with the club's welfare officers in accordance with BTC's safeguarding policy which can be found on the club's website or noticeboard.

Where you wish to raise a formal complaint about the club, its management or the conduct of an individual member the complaint should be in writing addressed to the club secretary on the attached complaint form.

We will endeavour to respond to a complaint within 14 days to advise on next steps and will provide the complainant with a written response at the conclusion of consideration of the complaint.

We will ensure that complaints are considered carefully, and that members are treated with respect, fairness and confidentiality when making a complaint.

Each year BTC committee will designate 2 complaints officers. One of whom will consider the written Complaints form in the first instance and investigate complaints about the club and/ or its management and respond. The complaints officer will report to the committee on complaints relating to the club and its management including any recommendations for future action.

Complaints about an individual member

If a complaint relates to the conduct of an individual member in their capacity as a member, they will be shown the written details of the complaints as they

appear on the complaints form and will be advised who the complainant is in order to have the opportunity to respond .We will ensure that any member who is the subject of a complaint as to their conduct will be treated with respect, fairness and confidentiality and will be made aware of the nature of the complaint against them.

If the complaints officer determines there is a potential breach of the code of conduct or the club rules that may require sanction the complaints officer will request the Club secretary convene a conduct panel. This will comprise a Vice president and 2 committee members who will consider the matter. They may invite additional information. A member who is the subject of a conduct meeting may be accompanied. The complaints officer may attend to assist the panel and record the decision.

Where the conduct panel impose a sanction on an individual member, they will have a right of appeal under rule 28 of the club rules.

Complainants will not have a right of appeal in respect of the determination of their complaint.

BTC management committee will be advised by the complaints officer that there have been complaints about an individual, but both the complainant and the member complained of will remain anonymous unless disciplinary action is taken. The committee will be advised where a conduct hearing is convened.

2019

Complaints officers. Trudi Elliott and Martin Lester

Welfare officers. Ros Youngs and Audrey Moran

Enquiries: enquiries@bewdleytennisclub.org.uk