



## Complaints Policy and Procedure

Moseley Tennis Club believes that in order to provide tennis playing opportunities which meet the needs of all its members and prospective members, we should listen to the comments and complaints of people who are members or other stakeholders such as neighbours, prospective members, visitors, coaches and relevant bodies such as the LTA.

People have the right to make comments and complaints about the activities of MTC, its members, coaches, staff and volunteers. Comments and complaints will be looked at against the overall ethos of the club and the balance of needs and preferences of the members and stakeholders.

Complaints and comments regarding MTC's activities - including the behaviour of its members, staff, coaches, volunteers, Executive Committee, can be made in written or verbally preferably as quickly as possible so that the problem can be resolved and any subsequent actions taken. We may feel unable to look at events occurring more than 3 months before the date of complaint if investigations rely heavily on people's memories of events.

### Initial Contact to Make a Complaint

This can be made to any member of the Executive Committee who will then ensure that the following staged procedure is followed. It is preferred that the contacts form on the Club website:

**[www. moseleytennisclub.co.uk](http://www.moseleytennisclub.co.uk)** is used. The relevant Executive Committee member will then respond. If the complaint is in respect of the coaching provision then it should be submitted to the Head Coach in the first instance. If a member of the coaching team is the subject of the complaint; this will be communicated at stage 1 to a member of the Executive Committee.

The person who is the subject of the complaint will be informed of its progress and final decision. MTC acknowledges that as well as being difficult for the complainant, it is also a difficult time for the subject of the complaint and aims to be as supportive as possible.

Complaints will be considered in three stages:

◆ Stage 1

Informal Resolution

An informal discussion with the complainant will be arranged to ascertain in more detail the matter of the problem or complaint. This will usually be arranged for a time no longer than 3 days after the notification to the Executive Committee member or Head Coach. This may be in the form of a telephone conversation or email exchange. If relevant, the subject of the complaint will be informally interviewed and a resolution sought.

◆ Stage 2

Formal Complaint

If the issue is not resolved at stage 1, the complainant will be asked to make a formal written complaint and will then be offered the opportunity to meet with the Chairperson and another member of the Executive Committee who will then investigate the complaint in more detail. This will involve interviewing the subject of the complaint and any witnesses and may include the request for written statements. They will aim to have the meeting within 1 week and report back in written form within a further 2 weeks. However if this is not possible then the complainant will be kept informed of the progress.

◆ Stage 3

Appeal/Review

If the complainant is dissatisfied with the decision at stage 2 then they can request that it be reviewed by two other members of the Executive Committee. This request needs to be made within 2 weeks of completion of Stage 2. The meeting will usually take place within 2 weeks of the request but if this is not possible then the complainant will be informed of the new timescale and the reasons for it. This panel of two will look at whether the Stage 1 and Stage 2 procedures had been correctly followed; not the detail of the complaint. Only if the procedure is found not to have been followed will this panel re-consider the original complaint.

The decision of this panel will be given as soon as possible to the Chairperson after the meeting (assuming all relevant information is available at the meeting) and in writing to the complainant within 1 week of the meeting.

Outcomes and Recommendations

The investigators of the complaint can, if appropriate, recommend the following actions to MTC Executive Committee as a consequence of the complaint:

- \* Changes in MTC policy
- \* Changes in MTC practices
- \* Changes in an individual member/staff/coach/volunteer practice
- \* Implementation of disciplinary action if the complaint is against a member of MTC e.g. verbal warning, written warning, final warning or removal of membership. This is in line with the Club's Rules and Constitution.
- \* Removal of Executive members. This is in line with the Club's Rules and

Constitution.

\* Where appropriate report serious findings directly to relevant external bodies such as the LTA, police etc.

The internal complaints procedure has now been completed. However, if the complainant wishes to take up the issue with bodies outside of the club, information on how to access these will be given.

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