



**WILTSHIRE
TENNIS**

Complaints and Appeals Policy

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1 Policy statement

- 1.1 Wiltshire Tennis works in line with the LTA's processes and procedures to respond to complaints.
- 1.2 Wiltshire Tennis is committed to a process for dealing with official complaints and appeals that is timely, objective and accessible.

2 Values and Principles

- **Right to complain:** you have the right to complain, and complaints are taken very seriously. You should never be bullied, harassed or disadvantaged for making a complaint.
- **Equality:** you will receive a response to your complaint regardless of your age, gender, disability, ethnicity/race, religion, sexual orientation or gender reassignment.
- **Fairness:** all complaints will be dealt with fairly in line with our Complaints Procedure.
- **Safety and Well-being:** all complaints will be treated as confidential and only discussed with those involved in the investigation and decision-making process. If your complaint involves a situation where other people may be at risk, or where a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the national LTA.

3 Staying informed

You will be contacted by the person investigating your complaint and given their contact details. Where appropriate, the process for the investigation will be explained, and may vary depending on the nature of the complaint. The person investigating will set a time line and agree with you how often they will make contact.

If your complaint involves a situation where other people may be at risk, or where a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the national LTA.

However, if you wish to discuss a problem or query directly with the LTA or its Safeguarding Team, please contact them on 020 8487 7000.

4 Termination of the process

Wiltshire Tennis reserves the right to terminate the process at any time.

5 Use of terminology

- Appeal: a request at a higher level for a decision to be reversed.
- Complaint: a concern that something is wrong, unsatisfactory or unacceptable.

6 Reporting Complaints

- 6.1 **Serious concerns:** should be reported to safeguarding@wiltshiretennis.org.uk who may contact the LTA for support. This includes situations where you are worried about a person's behaviour because it is: unsafe, unprofessional,

intimidating, discriminatory or illegal. The County Safeguarding Officer can contact the LTA who will support in making a decision about whether a referral to the LTA Safeguarding Team is required.

- 6.2 **Other complaints:** should be made in writing to The Secretary, Wiltshire Tennis, c/o The Delta Tennis Centre, Welton Road, Westlea, Swindon SN5 7XF.

7 Investigating concerns

Wiltshire Tennis will take steps to conduct a thorough investigation and always give priority to someone's safety or well-being. Whilst we aim to resolve all complaints, in some situations we may decide that we cannot investigate or take further action. We also reserve the right to end any investigation or refer to the LTA. If this happens, those involved will be given the reason for our decision.

It should be noted, however, that the LTA does not offer an arbitration, dispute resolution or independent enquiry service.

8 Complaints Procedure

8.1 Making a complaint/appeal

- 8.1.1 The complaint/appeal should be submitted in writing c/o The Delta Tennis Centre, Welford Road, Westlea, Swindon. SN5 7XF; this must include the signature of the complainant/appellant, together with the date on which the complaint/appeal is being made.

- 8.1.2 The complaint/appeal will include the following details:

- the name and contact details of the complainant/appellant;
- a clear, chronological, outline of the complaint/appeal, with all relevant dates, times and circumstances;
- the names of others involved who may be contacted to support your complaint/appeal;
- the expected outcome of your complaint/appeal.

8.2 Dealing with the complaint/appeal.

- 8.2.1 The Chair and Secretary of Wiltshire Tennis, or Chair and County Safeguarding Officer, will arrange for the complaint/appeal to be heard within 30 days of the receipt of the complaint/appeal.

8.2.2 Complaints:

- all will be heard as objectively as possible, by two Officers of Wiltshire Tennis independent from the original incident;
- all parties will be fairly heard in the process; the complainant may bring one companion to the meeting where additional support is required;
- in the case of children (U18s) the companion will be a parent/guardian or other appropriate adult who is acceptable to the parent or guardian;
- complainants will be notified in writing of the decision/s made, within 10 working days of the meeting;
- other involved parties will receive equivalent notification within, 10 working days of the meeting.

8.2.3 Appeals:

- may be made where new evidence comes to light or where due process has not been followed;
- must be made within 14 days of the first decision being notified where it is alleged that due process has not been followed;
- should be made in writing to the Chair of Wiltshire Tennis;
- should refer to the original incident and date of the subsequent hearing;
- must detail the new evidence and explain how and when it came to light;
- should explain the expected outcome of the appeal;
- will be heard by two adults independent from both the original complaint and the subsequent enquiry; at least one will be an Officer of Wiltshire Tennis;
- will allow a fair hearing for all parties involved in the process;
- an appellant may bring one companion to the appeal hearing where additional support is required;
- in the case of children (U18s) the companion will be a parent/guardian or other appropriate adult who is acceptable to the parent or guardian;
- appellants will be notified in writing of the decision/s made, within 10 working days of the meeting;
- other involved parties will receive equivalent notification, within 10 working days of the meeting.
- the number of appeals will be limited to one.