



## **Complaints and Feedback Policy**

This policy outlines the steps that will be undertaken to investigate any complaint brought to the attention of the committee relating to a breach of the club standards of behaviour, club rules or etiquette.

***In the case of the Chair or Secretary, or in the absence of both any member of the elected committee present upon the club premises, ordering the withdrawal of a member from the club premises the procedures set out in Section 11 of the Blaydon Tennis Club Limited Rules, Co-operative and Community Benefit Societies Act 2014 should be followed.***

When a complaint is made to a member of the committee they must ask the complainant if they want a formal complaint to be recorded and investigated.

If the complainant makes such a request the following procedure should be followed.

1. The complainant should report the matter either in writing or verbally to a member of the committee. If the complaint is reported verbally then the member of the committee must complete the Complaints Proforma (attached) on behalf of the complainant if a formal complaint is requested.
2. The report should include:
  - a) Details of what occurred
  - b) Details of when and where the occurrence took place
  - c) Witness details or copies of any witness statements
  - d) With consent, the names of any others who have been treated in a similar way
  - e) Details of any former complaints made about the incident, including the date to whom such complaints were made
3. The committee will request that the other party/parties speak with a nominated member of the committee and/or submit written evidence.
4. The committee or nominated members of the committee will then meet, consider the evidence and discuss what action will be taken from the following:
  - a) No action taken
  - b) Warn as to future conduct
  - c) Suspend membership
  - d) Removal of membership
  - e) Exclude a non-member from the club, either temporarily or permanently
  - f) Turn down a non-member's current and / or future membership application

When the committee or nominated members of the committee meet they will take into account any background information deemed relevant including the personal circumstances of the person(s) complained about.

They will consider any development advice or guidance that may be appropriate and part of a resolution to the complaint.

5. If the complaint is made about a member of the committee the person complained about will absent themselves from the meeting called to determine the outcome, unless called to give their account of what happened.



*Blaydon Tennis Club*

6. Both parties will be informed of the committee's decision in writing or verbally, and the action taken will be recorded on both Complaints Proformas.

Date:

Name: Complainant / Accused (*Delete as appropriate*)

Issue	State what happened
a) Details of what occurred	
b) Details of when and where the occurrence took place	
c) Witness details  (or attach copies of any witness statements)	
d) Names of any others who have been treated in a similar way  (provided that those people consent to their names being disclosed)	
e) Details of any former complaints made about the incident, including the date to whom such complaints were made	

Signed (Complainant /Accused):



f) Action taken	
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Signed (Committee member):

***All completed proformas relating to the reported incident should be filed together  
and kept by the Secretary***