

Wrecclesham Tennis Club

Complaints Procedure.

In the event that any member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

If you are a Junior member, please speak to your parent or guardian or another responsible adult who can help you.

1. The complainant should report the matter in writing to the Club Secretary. Contact details are on the web site or clubhouse noticeboard.

The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and 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 and to whom such complaint was made; and
- f) an indication as to the desired outcome.

2. The management committee or representatives of the management committee:

- i) will request that both parties to the complaint submit written evidence regarding the incident(s);
- ii) may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;
- iii) may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
- iv) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):
 - a) warn as to future conduct;
 - b) suspend from membership;
 - c) remove from membership;
 - d) exclude a non-member from the facility, either temporarily or permanently; and
 - e) turn down a non-member's current and/or future membership applications.

v) will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

vi) Either party may appeal a decision of the management committee to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Place to Play's decision being notified to that party.

3. If the nature of the complaint is with regard to the management committee or other body or group in the Place to Play, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.

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