



## Hartswood Lawn Tennis Club Ltd

# Complaints and Appeals Policy

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This is the policy that we will follow if there is a complaint about someone's conduct or behaviour. This could be because someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken the club [code of conduct](#) or byelaws.

### Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

**Equality:** you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

**Safety and welfare take priority:** we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

### How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with a club officer. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint using the [attached misconduct reporting form](#).

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but investigating these properly is often very difficult. It is easier for us to handle your complaint if you provide as much detail as possible.

### Who to contact to make a complaint?

The Club Welfare Officer will be the initial point of contact for handling complaints.

Contact details: [Welfare.officer@Hartswoodtennis.co.uk](mailto:Welfare.officer@Hartswoodtennis.co.uk).



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- You can also speak to any of our Club Officers( see the notice board or website for names/details of club officers)
- Contact any of the coaches who can redirect you to a Club Officer
- Anyone else involved at the club that you trust to be redirected to a Club Officer
- If you are a child, or if you are worried about the safety or welfare of a child please contact Hammersmith & Fulham Child Protection officer ( 0208 7534198, Option2)

The address for written complaints has also been included at the bottom of this policy.

### What will we do to investigate?

Any investigation and actions will be fair and objective and align with the LTA Disciplinary Code which is [here](#).

We will give an initial response to your complaint within **five working days**. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly and in line with LTA guidelines and discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

### How will I know what is happening?

You will be given the details of a person who will be your point of contact at the club. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have.

You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome.

We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

### What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future



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If an informal resolution is not suitable, then a small independent panel will look at the information about the case. They might decide to take the following action:

- Formal disciplinary action which could include a written warning
- Changes in formal contracts or arrangements put in place by the club
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.
- Closure of your complaint without action

The independent investigation panel will not comprise anyone with a personal interest in the complaint.

Any repeat offenders could face possible suspension from the club or expulsion as per clause 25 of the Articles of Association of HLTC Ltd.

### Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside the club:

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the issue with someone at the club
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at the County LTA
- The National LTA Child Protection Department (24hrs)
- Childline, or the NSPCC advice line, local Social Services, Police

### How do I appeal a decision?

Following the formal resolution of your complaint, it may be possible to appeal against the decision if you do not agree with the decision.

Your appeal should be made in writing within 14 days of receiving a formal decision to a club officer

- You may appeal when there is new evidence or when you believe due process has not been followed
- The appeal should be a written statement setting out your submissions against the decision
- An independent individual will be appointed to handle your appeal, someone unconnected with the original incident and complaints process



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- Within 10 days of receipt of the appeal, you will be notified in writing of the decision or informed if more time is required to investigate.
- You will be kept informed about the progress of your appeal.
- The final outcome of your appeal will be communicated to you in writing.

### **Contact Details:**

[Welfare.Officer@Hartswoodtennis.co.uk](mailto:Welfare.Officer@Hartswoodtennis.co.uk) and/ or [chair@hartswoodtennis.co.uk](mailto:chair@hartswoodtennis.co.uk),

Hammersmith and Fulham 02087534198 (Children -Option 2) ( Adults-Option 3)

Hounslow ( Children 020685836600 option 2) (Adults 0208 85833100)

Ealing 0208825800 ( Children and Adults)

## ALLEGED MISCONDUCT REPORTING FORM

You will find a copy of the current LTA Disciplinary Code here:

<https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations/>

Please note that all details and information provided in this form (except contact details) may be disclosed by the LTA (at its discretion) to (i) the person(s) against whom the allegation of misconduct is being made by you and (ii) others involved in the LTA’s disciplinary process including, but not limited to, in connection with (a) any investigation which the LTA may (at its discretion) consider appropriate and (b) if any charge of misconduct is brought (which is at the discretion of the LTA Disciplinary Officer), any hearing before the LTA Disciplinary Panel.

**BY COMPLETING AND SENDING THIS FORM TO THE LTA, YOU ACKNOWLEDGE AND CONSENT TO SUCH DISCLOSURE AND USE.**

<b>Full name of person making report (“complainant”):</b>	
<b>LTA membership/registration number of complainant (if applicable):</b>	
<b>Contact details of complainant:</b>	
<b>E-mail address:</b>	
<b>Phone number:</b>	
<b>Full name of person against whom allegation(s) of misconduct made (“respondent”):</b>	
<b>LTA membership/registration number of respondent (if applicable and known):</b>	
<b>Contact details of respondent:</b>	
<b>Address (if known):</b>	
<b>E-mail address (if known):</b>	
<b>Phone number (if known):</b>	

<b>If different from or in addition to the complainant, full name of person against whom the alleged misconduct was directed by the respondent:</b>	
<b>Contact details of that person:</b>	
<b>E-mail address:</b>	
<b>Phone number:</b>	

**BY COMPLETING AND SENDING THIS FORM TO THE LTA, YOU CONFIRM THAT YOU HAVE OBTAINED THE CONSENT OF THAT NAMED PERSON TO THE MAKING OF THIS REPORT OR, IF YOU HAVE NOT DONE SO, PLEASE EXPLAIN CLEARLY WHY NOT:**

<i>[box will expand to fit text]</i>
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<b>Date on which alleged misconduct took place:</b>	
<b>Place/venue where alleged misconduct took place:</b>	
<b>Name (or code) of particular competition, tournament or event where alleged misconduct took place, if applicable:</b>	
<b>Your role at the time (e.g. tournament organiser, referee, umpire, other official, parent of X, player, coach of X, etc):</b>	
<b>Did you personally witness the alleged misconduct taking place?:</b>	YES / NO
<b>If not, how did you come to be aware of the alleged misconduct?:</b>	

Please provide details of the alleged misconduct in as much detail as possible. Please include details of (i) what you personally saw and/or heard, (ii) approximately what distance (how far) you were from the respondent at the time (if applicable), (iii) where exactly the alleged misconduct took place (e.g. on court 1, on the balcony of the clubhouse, etc), (iv) at approximately what time of day and (if applicable) what stage of the competition, tournament or event did the alleged misconduct take place, (v) what you did or action you took at the time (or have done or taken since), (vi) what others did or action they took at the time, and (vii) what (if anything) was reported to you by a third person(s) (and who that person(s) was):

*[box will expand to fit text]*

Please provide details of any person who saw and/or heard the alleged misconduct (“potential witnesses”) taking place:

<b>Full name of potential witness 1:</b>	
<b>Contact details of that person:</b>	
<b>E-mail address:</b>	
<b>Phone number:</b>	
<b>Their role at the time (e.g. tournament organiser, referee, umpire, other official, parent of X, player, coach of X, etc):</b>	
<b>Full name of potential witness 2:</b>	
<b>Contact details of that person:</b>	
<b>E-mail address:</b>	
<b>Phone number:</b>	
<b>Their role at the time (e.g. tournament organiser, referee, umpire, other official, parent of X, player, coach of X, etc):</b>	

<b>Full name of potential witness 3:</b>	
<b>Contact details of that person:</b>	
<b>E-mail address:</b>	
<b>Phone number:</b>	
<b>Their role at the time (e.g. tournament organiser, referee, umpire, other official, parent of X, player, coach of X, etc):</b>	

If there are more than three potential witnesses, please provide their details at the end of this form.

**BY COMPLETING AND SENDING THIS FORM TO THE LTA, YOU CONFIRM THAT YOU HAVE OBTAINED THE CONSENT OF EACH NAMED POTENTIAL WITNESS OR, IF YOU HAVE NOT DONE SO, PLEASE EXPLAIN CLEARLY WHY NOT:**

<i>[box will expand to fit text]</i>
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**Any other relevant information which you wish to bring to the attention of the LTA (including any additional potential witnesses):**

<i>[box will expand to fit text]</i>
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**I confirm that the information provided in this form is true and accurate to the best of my knowledge and belief.**

**Signed\*\*:** .....

**Date:** .....

**\*\* Please note that, if you do not have access to a printer and scanner, please type in your name and confirm in your covering e-mail that you have typed in your name to sign the form.**

**Please send your completed and signed form to [misconduct@lta.org.uk](mailto:misconduct@lta.org.uk).**

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**Should the LTA Disciplinary Team have any follow up questions, they will be presented below. Please provide your response(s) and send the form back to the LTA Disciplinary Team:**

<a href="#">Questions posed by the LTA]</a>	<a href="#">[box will expand to fit text]</a>
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