

## Lenzie Tennis Club (SCIO) Complaints & Appeals Procedure

### Our Aim:

**Lenzie Tennis Club** is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints.

In the event that any **member, visitor or visiting team** feels that he, she has suffered discrimination or harassment in any way or that the **Club Policies, Rules or Code of Conduct have been broken**, they should follow the procedures below:

The Complainant should report the matter, **in writing**, to the Secretary or another member of the Committee. The report should include:

- >1.1. Details of what occurred
- >1.2. Details of when and where the occurrence took place
- >1.3. Any witness details and copies of any witness statements
- >1.4. Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed)
- >1.5. Details of any former complaints made about the incident, including the date and to whom such complaint was made, and
- >1.6 An indication as to the desired outcome

**Lenzie Tennis Club** aims to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints and use them to improve our service

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**Lenzie Tennis Club** responsibility will be to:

- acknowledge the formal complaint in writing
- respond within a stated period - 14 days
- deal reasonably and sensitively with the complaint, and
- take action where appropriate:
  - warn as to future conduct
  - suspend from membership
  - remove from membership
  - exclude a non-member from the Club, either temporarily or permanently, and
  - turn down a non-member's current and/or future membership applications

We recognise that many concerns will be raised informally and we aim to resolve these informal concerns quickly and keep matters private.

### Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.