

Dealing With Your Complaint

Bunbury Tennis Club take complaints about conduct and behaviour very seriously. We aim to respond to such complaints within 7 working days and delegate the most suitable person within the organisation to investigate. You should always report initial concerns to the Welfare Officer who may also contact the LTA for support.

The best way to resolve problems is at local level, by talking to the people involved, including the club, tournament organiser, referee, coach, or club member. You should normally try this before contacting the LTA as not all complaints will need to be reported to the LTA.

We take reasonable steps to conduct a thorough investigation and always give priority to cases where someone's safety or well-being may be compromised. It is important to recognise that whilst we aim to resolve all complaints, in some situations Bunbury Tennis Club may decide they cannot investigate or take further action.

We also reserve the right to end any investigation. If this happens you will be given the reasons for our decision. If you are worried about a person's behaviour because it is: unsafe, unprofessional, offensive, intimidating, discriminatory or illegal, it is important you contact the Welfare Officer at the club. They can contact the LTA who will support in making a decision about whether a referral to the Safeguarding team is required.

Values & 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, race, religion, nationality, social status, or sexual orientation. Bunbury Tennis Club has an Equality and Diversity Policy to protect your rights in this area, please visit www.bunburytennisclub.org.uk or email bunburyclubtennis@gmail.com

Fairness: All complaints will be dealt with fairly and openly.

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 a crime has been detected, confidentiality cannot be guaranteed, and Bunbury Tennis Club also reserve the right to seek advice and support from external agencies, such as Social Care or the Police.

Staying Informed of Progress

You will be contacted by the department investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained, which can vary between departments and depend on the nature of the complaint. The person investigating will set a timeline and agree with you how often they will make contact.

If your complaint leads to formal disciplinary action you will be informed of this as an outcome.

Disputes and Arguments

Bunbury Tennis Club does not offer an arbitration, dispute-resolution or an independent enquiry service. We do not usually get involved with arguments or disputes between adults or between organisations unless the dispute involves misconduct by someone who is subject to the Rules of the LTA.

If you want to discuss a problem or query please contact the Club Welfare Officer, Chris Beverley on 07764 565 648.