



COMPLAINTS POLICY

Documents are updated periodically, and the latest version and date published will be listed on the Tennis Cornwall website – when a document is updated, key changes are highlighted in **RED**.

What is the role of the County Association?

Tennis Cornwall has a common purpose of delivering and supporting tennis in its local community, aligned to the LTA Strategy. We provide and enable playing, coaching and competitive opportunities for players at all levels and work closely with venues, coaches, volunteers, and officials to help grow the game.

Tennis Cornwall 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, players, and competitors and by responding positively to complaints.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible
- we welcome feedback, and suggestions
- we treat a complaint as a clear expression of dissatisfaction which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way e.g., an explanation, an apology, an action
- we learn from complaints, use them to improve our service, and review our policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we provide guidelines for dealing with complaints from members of the public about our services, facilities, staff, and volunteers.

Who should I contact if I have a query or something to report?



Safeguarding

Safeguarding covers any concern about the well-being or safety of a young person (aged under 18) or adult at risk. If you have a safeguarding concern, please use the LTA Report A Concern online form which goes directly to the LTA Safeguarding Team. Once you've completed the form, you will receive a unique reference number.

To ensure that the LTA Safeguarding Team can focus on concerns around safeguarding matters, please **ONLY** use the Report A Concern form if what you wish/need to report relates to the well-being or safety of a young person under the age of 18 or an adult at risk. Other matters such as DBS, Safeguarding Training or Safeguarding Standard enquiries should be direct to the LTA Customer Support Team via their Support Centre.

If you need to speak to someone about a safeguarding concern outside normal hours, you can call the NSPCC on 0808 800 5000. If someone is in immediate danger, call the Police using 999.

Information can also be found within our Tennis Cornwall Safeguarding Policy.

LTA Registered Venues

Any safeguarding concern at an LTA registered venue should be reported in accordance with the 'Safeguarding' section above.

If your query relates to a local matter at an LTA registered venue, such as any of the following, you should raise it directly with your venue in accordance with its policies, processes, procedures, or constitution/rules:

- Any matter arising between a member and the registered venue
- Any matter arising between two or more individual members of the registered venue
- Any matter relating to the employment / engagement of a coach or official by the registered venue
- Any matter arising from the registered venue's own events and competitions involving only members of that registered venue
- Player or team selection
- Committee or director selection or appointment



Discipline

All 'Participants' in tennis are subject to the LTA Code of Conduct and the LTA Disciplinary Code.

Examples of misconduct include (but are not limited to):

- Breaches of the LTA Code of Conduct
- Match fixing and betting offences
- Doping offences
- Other conduct detrimental to the interests of the game of tennis

If you have been the subject of, or have seen or heard, any conduct which you believe to be misconduct, you should raise it with the LTA.

Depending upon the nature of the alleged misconduct and against whom and by whom the misconduct is alleged, the matter may be referred by the LTA Disciplinary Team to the relevant LTA registered venue or to a National, County or Island Association.

Further information can also be found within the Tennis Cornwall Disciplinary Procedure.

General Complaints

Tennis Cornwall will be responsible for:

- acknowledging the formal complaint in writing.
- respond within a stated period; 10 working days
- deal reasonably and sensitively with the complaint; and
- act where appropriate.

A complainant will be responsible for:

- bring their complaint, in writing, to the Chair's attention as soon as practical and normally within 10 days of the issue arising.



- raise concerns promptly and directly with the Chair
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow Tennis Cornwall a reasonable time to deal with the matter, and
- recognise that in some circumstances may be beyond Tennis Cornwall control.

Where Tennis Cornwall feels the complaint requires further investigation, a panel will be set up, made up of 3 County Association Committee Members.

All members of the panel will be provided with all necessary information & documents and if required will ask the complainant and any others involved to attend the complaints panel hearing. This hearing will normally be held within 30 days of the original complaint being lodged and any decision made normally within another 10 days will be communicated by email.

An appeal against the decision can be made up to 10 days after the decision has been communicated. In this case the complainant must state the basis for any appeal, in writing, for example new evidence or lack of due process.

The appeal will be heard by an appeals panel, made up of 3 County Association Committee Members, excluding anyone from the original complaints panel. The panel will normally meet within 10 days of the appeal being lodged and normally make any decision within a further 10 days.

The decision will be communicated to the appellant by email and this decision will be final.

Confidentiality

Apart from 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.

How do we use your feedback?

We take your feedback seriously. We monitor, review and report on your queries and learn from our interactions with you so we can improve every day. We hope you do not have cause to raise a query relating to your tennis experience. But if you do, we'll be on hand to help with clear routes for you get the support you need.