



## Comments, Complaints and Suggestions Policy

Pit Farm Tennis Club (PFTC) is a club run by the members for the members. We are always keen to hear about what we are doing well and areas where we can improve. Therefore, feedback is very important to the club.

### Values and Principles

You have the right to complain, PFTC takes 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 - PFTC believes 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 - PFTC will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously. If your complaint is of a safeguarding concern please contact the Welfare Officer immediately.
- Confidentiality - PFTC treats 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 our concerns to the right authorities. If necessary, PFTC shall seek advice from other organisations such as the Police, Social Services or the LTA.

### How to make a complaint

#### Informal Complaint

If you have a complaint, it is often best to start by having an informal conversation with someone at PFTC who may be able to help to resolve your problem. Key contacts can be found on the PFTC website: [www.pitfarmtennis.co.uk/contact/](http://www.pitfarmtennis.co.uk/contact/).

#### Formal Complaint

Should you feel the complaint has not been addressed, or if it is of a serious nature, you should make a written complaint. Written complaints should be emailed to [contact@pitfarmtennis.co.uk](mailto:contact@pitfarmtennis.co.uk)

PFTC accepts anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible. It is useful to include:

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

If the nature of the complaint is about the Club's Committee, then please contact the Club President ([contact@pitfarmtennis.co.uk](mailto:contact@pitfarmtennis.co.uk)).

## Complaint Investigation

- PFTC will investigate your complaint fairly and in a timely manner. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint. If there are delays in handling your complaint for any reason, you will be informed.
- Sometimes PFTC will show copies of information from any investigation to other people to allow them to respond. This is because we believe in fairness and openness.
- PFTC will not share information if we think that this will endanger someone's safety or welfare.
- PFTC will take into consideration data protection and privacy in all dealings with any complaint.
- The complaint will generally be investigated by the Committee Chairperson (or one or more Committee members) unless there is a reason not to do so. The outcome of the complaint will normally be discussed at the next PFTC committee meeting after the complaint is received in writing unless the complainant has requested otherwise.
- Where the complaint remains unresolved by the initial contact, further advice may be sought from the club Committee.
- Where relevant, parties will be provided with written reasons for PFTC's decision to uphold or dismiss a complaint as soon as practicable after a decision has been made. A party may appeal the decision of the Committee by writing to the President of PFTC within 14 working days of being notified of the decision.

## Possible outcomes or results of a complaint at PFTC

In many cases, it is expected that issues will be resolved informally. This might include:

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

If an informal resolution is not suitable, the following more formal action may be taken:

- Warn a member as to future conduct
- Suspend from membership
- Remove from membership
- Exclude a non-member from the Club, either temporarily or permanently
- Turn down a non-member's current and/or future membership application
- Changes in formal contracts or arrangements put in place by PFTC
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.

While PFTC aims to resolve all complaints, in some situations PFTC may decide it cannot investigate further or take further action e.g. due to lack of information or detail. PFTC reserves the right to end any investigation or refer it to the LTA as it deems appropriate. If this happens you will be given the reason for the club's decision.

## Feedback and Suggestions

We welcome all feedback and suggestions about the working of the club. This can include your feedback on the club's services such as membership, coaching or facilities and also suggestions on how we can improve things and make additions to the club. If you have some feedback or a suggestion, we ask that you either speak to a member of the committee or email [contact@pitfarmtennis.co.uk](mailto:contact@pitfarmtennis.co.uk).

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This policy was approved by the Committee on 1 October 2023 and will be reviewed every three years (or earlier if there is a change in national legislation). Next Review due: Date: 1 October 2026