

# Pin Point Tennis Team

## Complaints Policy

This is the policy that we will follow if your complaint is about someone's conduct or behavior. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone was broken important rules or policies.

### **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 confidentiality as possible.

Sometimes we have to discuss complaints with other organizations. 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 organizations 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 someone at the venue. There are some suggestions below about who to speak to, they maybe able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of the policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We will accept 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.

## **Who to contact to make a complaint?**

Senior staff and officials will usually handle complaints. Useful contact details have been included at the bottom of this policy.

- Head Coach: you can speak straight to Gemma Wiltshire
- Coaches: any of the coaches can also tell you how to make a complaint
- Child Protection Officer: if you are a child, or if you are worried about their safety or welfare
- Anyone else involved with Pin Point Tennis Team that you trust

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

## **What will we do to investigate?**

We will give an initial response to your complaint within 5 to 7 working days. If the matter is urgent we will respond more quickly. We will investigate your complaint fairly. 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.

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 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 from Pin Point Tennis Team. That person will make sure that you understand the process and will help to answer any questions or concerns. You will be given an update on the progress of your complaint every 2 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
- If an informal resolution is not suitable then a small committee of senior officials will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint. They might decide to take the following actions:
  1. Formal disciplinary action under the rules of Pin Point Tennis Team
  2. Formal disciplinary action against a member of staff
  3. Changes in formal contact or arrangements put in place by Pin Point Tennis Team
  4. A decision to refer the case to another organization such as the LTA, Police, or Social Services
  5. Closure of your complaint without action

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

Sometimes it can be useful to speak directly to someone outside of the Pin Point Tennis Team:

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the issue with someone from the Pin Point Tennis Team
- Your complaint is very serious
- Your complaint involves other organizations
- You need specialist advice

The LTA is able to advise on a range of different complaint 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
- Childline or the NSPCC advice line, Local Social Services, Police

## **Questions or Queries about this policy**

If you have a general query about this complaints policy you should speak to the following person:

Head Coach: Gemma Wiltshire

Contact Email: [coaching@pinpointtennisteam.co.uk](mailto:coaching@pinpointtennisteam.co.uk)

Head Coach: Gemma Wiltshire

Date: August 2021