



# Complaints policy

The policy sets out the process Tennis Cornwall follows regarding complaints it receives.

The purpose of this policy is;

- To detail the complaint process
- To have a transparent and fair process for all
- To let you know how any complaint will be dealt with

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# 1.Principles

## **Right to complain**

You have the right to complain, complaints are taken seriously. You should not be harassed, bullied, or put at a disadvantage because of making a complaint.

## **An equitable approach**

You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation. Please see our Equity, Diversity and Inclusion Policy for further information.

## **Fairness**

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.

## **Confidentiality**

We treat complaints as confidentially as possible and will only be discussed with those involved in the investigation or decision-making process. 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 on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

## **Safety and welfare**

Concerns that affect the safety and welfare of a person or the public will be given the highest priority.

# 2.Making a complaint

You can make a complaint to any of the following people:

- Tennis Cornwall committee: you can speak to any of our officials/committee members.
- Coaches: any of the coaches can also tell you how to make a complaint.
- Safeguarding officer: if you are a child, if you are worried about the safety or welfare of a child, or vulnerable adult.
- Anyone else involved at the 'place to play' that you trust.

All complaints relating to Tennis Cornwall includes, (but is not restricted to) complaints about the application of Tennis Cornwall policies, tournaments and complaints about conduct and behaviour where it is felt to be:

- Unsafe
- Unprofessional
- Offensive

- Intimidating
- Discriminatory

The [LTA Code of Conduct](#) sets out the standard of conduct that is expected and required for participants. All participants of the game are subject to the LTA Code of Conduct. Participants include all players, those who are supporting players (including parents), coaches, officials and volunteers, amongst many others, who engage or participate in or with the game, on or off the court.

## 2.1 Complaining locally

The best way to resolve problems is usually at local level, by talking to the people involved. You should normally try this before making a formal complaint. This might take the form of contacting:

- The club
- Tournament organiser
- Referee
- Coach

## 2.2 Complaints in writing

There is no requirement to put your complaint in writing, although you can if you prefer. Initially, you might want to discuss a complaint informally, where you may find it is helpful to have an initial discussion which may enable a solution to resolve the situation.

Complaints in writing should be addressed to the Tennis Cornwall chair ([chaircornwalltennis@gmail.com](mailto:chaircornwalltennis@gmail.com)) with full details of the complaint. Providing clear and detailed information provided will assist in addressing your complaint promptly.

# 3. What we will do to investigate

We will acknowledge your complaint within 5 working days. If the matter is urgent, we will aim to respond.

Tennis Cornwall will establish whether the matter is for Tennis Cornwall to investigate or whether this should be referred to another party. If we decide the complaint is not for Tennis Cornwall to investigate, the complainant will be informed including the reasons for this.

We will give priority to matters where there may be a risk to someone's safety or welfare.

We will take reasonable steps to resolve all complaints including requesting further information as required. For simple complaints the complaint may be resolved by the person you complain to or we might refer the complaint to the Complaints Sub Committee as we feel appropriate to provide you with the best response.

Tennis Cornwall reserves the right to end an investigation at any time.

### **Advice from the Police, social services or other authorities**

We may receive complaints that we need to discuss with other authorities. This might be because:

- A criminal offence may have been committed
- There could be a risk to the public
- There could be a risk to the safety or welfare of a child or vulnerable adult

## **3.1 Staying informed of progress**

You and anyone else involved will be given regular updates on the progress of the complaint if it is likely to take time to resolve. If there are any delays in handling the complaint for any reason, we will keep all parties informed.

If your complaint leads to formal disciplinary action, you will be informed of the outcome where appropriate. Some cases may require a higher level of confidentiality than normal. In these cases, we may not be able to inform you of the detailed outcome. We will still try to give you information about how it will affect you.

## **3.2 Disputes and arguments**

Tennis Cornwall do not offer an arbitration or dispute resolution service. We will not become involved in arguments or disputes between adults or between organisations unless:

- The dispute involved misconduct by someone who is subject to the rules of the LTA.

## **4. Possible outcomes**

In many cases, we can help to resolve problems informally. This might include:

- Asking for an apology
- Clarification of responsibilities or roles
- Change in local agreements
- An agreement between those involved to act or communicate differently in future
- No further action

## 4.1 Formal action

Sometimes our involvement might lead to formal action. This could include:

- Disciplinary action against members by a club, up to an including termination of membership of the club
- Disqualification or exclusion from an event

## 4.2 LTA involvement

Some complaints are matters for the LTA. Your complaint could lead to formal action by the LTA. This might include:

- Formal disciplinary or child protection proceedings against a licensed coach, official, player or other person
- Formal disciplinary action against an LTA employee
- Action to enforce contracts or agreements with the LTA
- A decision to refer the case to another organisation such as the police or social services
- No further action

If the LTA begins formal proceedings, further investigation and correspondence may form part of this.

## Contacts

Tennis Cornwall chair	<a href="mailto:chaircornwalltennis@gmail.com">chaircornwalltennis@gmail.com</a>
Safeguarding lead	<a href="mailto:safeguardingcornwall@gmail.com">safeguardingcornwall@gmail.com</a>
LTA safeguarding team	<a href="mailto:safeguarding@lta.org.uk">safeguarding@lta.org.uk</a>
LTA online reporting tool	<a href="https://safeguardingconcern.lta.org.uk">https://safeguardingconcern.lta.org.uk</a>
NSPCC	0808 800 5000

If anyone is in immediate danger call the police on 999 straight away

*This Policy was adopted by Tennis Cornwall in November 2024*