

POLICY

COMPLAINT POLICY

REVIEW AND APPROVAL:

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APPLIES TO:

All individuals associated with Surrey Tennis, including but not limited to players, parents, coaches, officials, volunteers, and spectators.

VERSION HISTORY:

VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE
V1	Peter Bradshaw	04/10/2024	Document creation

1. Introduction

Surrey Tennis is committed to fostering a positive and inclusive environment for all players, coaches, volunteers, and supporters involved in our tennis community. We value the feedback and concerns of our members and strive to address any issues promptly and effectively. This Complaint Policy outlines the procedures for submitting and resolving complaints to ensure fairness, transparency, and accountability. Our goal is to enhance the overall experience within Surrey Tennis by resolving conflicts and improving our services.

2. Scope

This Complaint Policy applies to all individuals associated with Surrey Tennis, including but not limited to players, parents, coaches, officials, volunteers, and spectators. The policy covers a wide range of issues, such as breaches of Surrey Tennis codes of conduct, disputes, safety concerns, and any form of misconduct. Complaints can be made regarding incidents that occur during Surrey Tennis events, training sessions, or any related activities. This policy ensures that all complaints are handled with the utmost confidentiality and seriousness, fostering a respectful and supportive environment for everyone involved.

3. Whom should I contact if I have a query or something to report?

3.1 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 Disclosure and Barring Service (DBS), Safeguarding Training or Safeguarding Standard enquiries should be directed 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. Further information can also be found within our Surrey Tennis Safeguarding Policy .

3.2 LTA Accredited Coaches

If your query relates to an LTA accredited coach and is not a safeguarding issue or a disciplinary matter falling under the [Disciplinary Code](#), then it should be raised with the venue or coaching provider that the coach currently works for. Please follow your venue's procedure for reporting issues or write to the relevant person e.g. chairperson, treasurer etc. If you are unsure who to approach or are having difficulty contacting someone at your registered venue, please get in touch with the LTA Customer Support Team who will help you find the right person. In the event that the concern relates to a coach working on County training or competition, then the complaint should be raised with Surrey Tennis directly.

3.3 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 governing documents:

- 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.

3.4 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.

4. Formal complaint to Surrey Tennis

To lodge a complaint with Surrey Tennis, please adhere to the following procedure to ensure your concerns are addressed in a timely and effective manner. Begin by compiling the pertinent information and details related to the incident or issue. You may then submit your complaint by contacting the Surrey Tennis Tennis Development Manager via email tim.sagar@surrey.tennis. Upon receipt, your complaint will be reviewed by our dedicated team, who may reach out for any additional information required. This process is designed to maintain transparency and fairness, ensuring all parties are duly considered and appropriate actions are taken. Please refer to the flowchart in Appendix A for a detailed representation of the complaint procedure.

5. Confidentiality

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.

There are circumstances where confidentiality may need to be broken:

- **Legal Requirements:** Confidentiality can be broken if there is a legal obligation to do so. For example, if the complaint involves criminal behaviour, child protection concerns, or safeguarding issues, the matter may need to be reported to law enforcement or relevant authorities.
- **Serious Risk of Harm:** If there is a serious and immediate risk of harm to the complainant, the person the complaint is about, or others, confidentiality may be broken to protect those at risk. This includes situations like threats of violence, self-harm, or health and safety risks.
- **Consent:** If the complainant consents (in writing) to sharing their identity or the details of the complaint, confidentiality can be waived.
- **Procedural Fairness:** At times, fairness to the person being complained about (the respondent) may require some level of disclosure. For example, they may need to be informed of the details of the complaint to provide a response or defence. However, this disclosure should be carefully managed to protect the identities of any third parties or sensitive information that is not directly relevant.

Appendix A – Complaint procedure flowchart

