RAYNES PARK RESIDENTS LAWN TENNIS CLUB
COMPLAINTS POLICY AND PROCEDURE

1.Our Aim

Raynes Park Residents' Lawn Tennis Club (the Club) 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 and visitors, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- where appropriate we will use our **Disciplinary Procedure** (which can be found in the Members' Handbook) in relation to a complaint against a Club member,
- we learn from complaints, use them to improve our service, and review our complaints policy and procedures
- we welcome feedback and suggestions

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 also provides guidelines for dealing with complaints from members of the public about our services, facilities, staff as well as members.

2. Definitions

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Complaints

Before using the formal complaints procedure below, the complainant should usually raise the matter promptly and informally first with any member of the Club's Committee. If the matter is not resolved informally, the following formal procedure applies.

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently.

4. Responsibilities

The Club's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 2 weeks or as soon as they reasonably can
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their formal complaint, in writing, to the attention of the nominated Committee member responsible for handling complaints (the Complaints Officer) promptly, normally within 2 weeks of the issue arising. If the complaint is made against the Complaints Officer, the complaint shall be lodged with the Chair.
- explain the problem as clearly and as fully as possible, including details of what occurred and when, any witnesses, details of any former complaints made about the same or similar matter and any action taken to date.
- allow the Complaints Officer a reasonable time to deal with the matter, and
- recognise that in some circumstances the complaint may be beyond the Club's control.

5. Confidentiality

Except in 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 do this (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

Adopted by the Committee 23rd January 2023