

RYE LTC COMPLAINTS PROCEDURE

Any complaint shall be made in writing to the Honorary Secretary who, if unable to deal with it himself, shall submit it to the appointed member of the Committee for consideration and decision. In no instance may a servant of the Club be reprimanded by a member.

In the event that a Member of Staff, Member, Non-member, Visitor or Visiting team feel that he, she or it has suffered Discrimination or Harassment in any way or that the Club's Policies, Rules or Bye-laws have been broken, the following Procedures shall apply:

1. The Complainant should report the matter in writing to the Honorary Secretary or a Member of the Committee giving as much detail as possible as to the nature, location, date and any witnesses. If possible, the Complainant should give an indication of what he or she would consider a sufficient remedy.
2. If the Person against whom the complaint is made is an employee of the Club, the Club will consider the incident as a disciplinary issue and will deal with the incident accordingly.
3. If the Person against whom the Complaint is made is other than an employee, the Club's Committee or its representatives:
 - (i) Will request that all parties to the Complaint submit written evidence regarding the incident;
 - (ii) May decide (at its sole discretion) to uphold or dismiss the Complaint without holding a hearing;
 - (iii) May (at its sole discretion) convene a hearing, whether or not such a hearing has been requested by either party, at which both parties will be entitled to attend and present their case. Such a meeting shall be chaired by the Chairman of the Committee or by a person appointed by majority of the Committee.
4. The Committee will have the power to impose whatever sanction is deemed appropriate and proportionate on any person found to be in breach of any Club Policy.
5. The Committee shall provide both parties with written reasons for its decision to uphold or dismiss the complaint within one calendar month of such a decision having been made.
6. Either party may appeal the Decision of the Committee to the Board or the Members in Special General Meeting in accordance with Rule 15.

Reporting a Safeguarding Concern within the Tennis Environment

How to respond to allegations against a member of staff/volunteer or another young person within the Tennis Environment.

For Tennis Wales / Tennis Scotland cases, on-going consultation will take place with them.

Useful Contacts

British Tennis Services team: 020 8487 7000
 Email: safeandinclusive@lta.org.uk
 NSPCC: 0808 800 5000
 Emergency Services: 999

Concerns arise about the behaviour of a member of staff, coach or volunteer towards a child/children. Make a note of anything you/the witness has seen/said, with dates and times

Note: You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk

LTA Online Concern Form:

<https://safeguardingconcern.lta.org.uk/>

