

SURBITON METHODIST CHURCH LAWN TENNIS CLUB

Complaints Policy and Procedure (September 2017)

Complaints Policy of Surbiton Methodist Church Lawn Tennis Club.

Surbiton Methodist Church Lawn Tennis Club (the Club) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for those who have made the complaint. Our policy is to:

1. Provide a fair complaints procedure which is clear, transparent and easy to use for anyone wishing to make a complaint.
2. Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
3. Make sure everyone at the Club knows what happens if a complaint is received.
4. Make sure all complaints are investigated fairly and in a timely way.
5. Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
6. Gather information which helps us to improve what we do.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Club. Complaints may come from any person or organisation who has a legitimate interest in the Club.

A complaint can be received by email or in writing. All complaint information will be handled sensitively, involving only those who need to know and following any relevant data protection requirements. Overall responsibility for this policy and its implementation lies with the Committee of the Club. This policy is reviewed and updated as required.

Complaints Procedure of Surbiton Methodist Church Lawn Tennis Club

Complaints may be sent to the Secretary of the Club by post or by email. On receiving the complaint, the Secretary of the Club shall record it. If it has not already been resolved, then the Secretary of the Club shall refer it to the officers of the club. The officers are the President, Vice Presidents, Captain, Secretary and Treasurer. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond by email or in writing.

Complaints should be acknowledged by the the Secretary of the Club within a week. The acknowledgement should say which officers are dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint has been found to be justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved they can request that the complaint is reviewed by the Committee of the Club. At this stage this request should be passed to the Secretary of the Club by email or in writing. The request for this review should be acknowledged within a week of receiving it. The acknowledgement should say when the complainant can expect a reply. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond by email or in writing. The Committee of the Club may decide it is appropriate to seek external assistance with resolution. The person who dealt with the original complaint should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final.

The Committee of the Club may vary the procedure for good reason.