



Blackheath Lawn Tennis Club

Compliments, Suggestions and Complaints Policy

Updated January 2025

Date of next review January 2026 or if there is a change in practice

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BLACKHEATH LAWN TENNIS CLUB

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

PURPOSE AND SCOPE

Blackheath 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 and suggestions of our members and visitors, and by responding positively to complaints that cannot be addressed informally in the first instance. We therefore aim to ensure:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- 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, and information on any action taken
- we learn from complaints and use them to improve our services

The Club takes complaints about conduct and behaviour very seriously and works in line with the LTA's processes and procedures to respond to concerns. The LTA can give advice on a range of different complaints and in some cases will handle certain complaints directly.

DEFINITIONS

- A compliment is an expression of satisfaction about the standard of service we provide.
- A suggestion is an idea or plan put forward for consideration with the aim of improving the Club.
- A complaint is defined as any expression of dissatisfaction, no matter how it is expressed. This would include complaints expressed face to face, in a phone call, in writing, by email or by text message.

COMPLIMENTS AND SUGGESTIONS

We are always glad to hear from people who are satisfied with the services we offer, or who have ideas as to how we can improve. All compliments and suggestions are recorded and acknowledged and passed to the relevant person or to a particular Committee member or discussed at a Committee meeting.

COMPLAINTS

The formal complaints procedure is intended to ensure that all complaints that cannot be addressed informally in the first instance are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

You should receive a proper response to your complaint, regardless of your age, race, religion, nationality, social status, sexual orientation or political persuasion. You have the right to complain, and you should not be harassed, bullied or put at a disadvantage because of making a complaint.

RESPONSIBILITIES

The Club's responsibilities are to:

- Deal with a complaint 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.
- Ensure safety and welfare take priority. We will always give priority to concerns that affect safety and welfare issues affecting children will be taken very seriously.

- Treat complaints as confidentially as possible. Sometimes we must 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 the police, social services or the LTA and take the appropriate action.
- Not share information if we think that this will endanger someone's safety or welfare.
- Take into consideration data protection and privacy in all dealings with any complaint and therefore we will not pass on any personal information unless we receive permission from the complainant to do so.
- Make further reference to the Committee or the LTA where the difference remains unresolved by the initial contact or end any investigation if required. If this happens you will be given the reasons for the Club's decision.
- Keep you informed and updated of the progress of your complaint. If there are delays in handling your complaint you will be kept informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome.
- Not tell you of the outcome if that person is a child or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action we have taken.

The complainant's responsibilities are to:

- Report welfare concerns to the Club Welfare Officer or a member of the Committee, who may also contact the LTA for support. This includes if you are worried about a person's behaviour because it is unsafe, unprofessional, offensive, intimidating, discriminatory or illegal. They can contact the LTA who will support in deciding whether a referral to the Safeguarding Team is required.
- Bring a general complaint, in writing, to the Club Welfare Officer's attention normally within 8 weeks of the issue arising. Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow the Club a reasonable time to deal with the matter, however in some situations we may decide that we cannot investigate or take further action (i.e. this might be due to lack of information or detail).

If you are worried about a child or vulnerable adult's welfare you can contact the following:
 LTA Safe and Inclusive Tennis Team: 020 8487 7000
 NSPCC: 080 8800 5000.

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