



Sanderstead LTC Complaints Policy

Sanderstead Lawn Tennis and Social Club's Complaints Policy outlines the steps that will be undertaken to investigate any complaint brought to the attention of the Management Committee. All members and visitors should be aware of its existence.

In the event that any **employee, member, visitor or visiting team feels** that he, she or it has **suffered discrimination or harassment** in any way or that the **club policies, rules or code of conduct have been broken** they should follow the procedures below.

1. The Complainant should report the matter in writing to the Club Secretary or another member of the Management Committee. The report should include:
 - (a) **details of what** occurred;
 - (b) **details of when and where** the occurrence took place;
 - (c) any **witness** details and copies of any witness statements;
 - (d) **names** of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
 - (e) **details of any former complaints** made about the incident, including the date and to whom such complaint was made; and
 - (f) an indication as to the **desired outcome**.
2. If the person accused of discriminatory behaviour is an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow the statutory disciplinary procedure.
3. If the person accused of discriminatory behaviour is a non-employee of the Club, the Club's Management Committee or representatives of the committee:
 - 3.1 will request that both parties to the complaint **submit written evidence** regarding the incident(s);
 - 3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
 - 3.3 may (at its sole discretion) **hold a hearing** (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
 - 3.4 **will have the power** to impose any one or more of the following sanctions on any person found to be in breach of any Club policy, (including the Diversity & Inclusion Policy):
 - (a) **warn** as to future conduct;
 - (b) **suspend** from membership;
 - (c) **remove** from membership;
 - (d) **exclude** a non-member from the Club, either temporarily or permanently; and
 - (e) **turn down** a non-member's current and/or future membership applications.

- 3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
 - 3.6 Either party may appeal a decision of the committee to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Club's decision being notified to that party.
4. If the nature of the complaint is with regard to the club's Management Committee or other body or group in the club, the member/visitor has **the right to report the discrimination or harassment** directly to the relevant **County Association**.

This Policy is reviewed every two years (or earlier if there is a change in national legislation).

This Policy is recommended for approval by the Club Management Committee.

Carrie Askew

SLTC Chair
February 2021