



COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

OUR AIM

Coombe Wood Lawn Tennis Club (CWLTC) is committed to providing a high 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 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 as much as possible
- 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.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

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 ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

DEFINITIONS

A compliment is an expression of satisfaction about the standard of service we provide.

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.

PURPOSE

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

COMPLAINTS

Most complaints can be resolved informally. Please contact any member of the committee to discuss in the first instance. If not possible to resolve informally, our formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

RESPONSIBILITIES

CWLTC's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 48 hours acknowledging that this might not be always achievable due external forces
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the attention of the Welfare or Deputy Welfare Officer normally within 8 weeks of the issue arising.
- raise concerns promptly and directly with either of the Welfare Officers or any full committee members
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Welfare Office, or committee member a reasonable time to deal with the matter, and
- recognise that in some circumstances it may be beyond CWLTC's control.

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.

Hon Sec: Sunil Chityal

Date: 16/01/2026

Welfare Officer: Daniela Sergi

Date: 16/01/2026

To be reviewed by January 2029 or earlier if legislation or LTA guidance change.