



Staffordshire  
Tennis

# Complaints Policy

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**TENNIS**  
FOR BRITAIN

## Our Aim

Staffordshire LTA is committed to prioritising the well-being of all players, coaches and volunteers, including all programmes and events we run. All activities, events and trips arranged by the county association run in accordance with the LTA's Safeguarding at Events and Competitions guidance. Staffordshire LTA strives to minimise risk, deliver a positive tennis experience for everyone in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve is by listening and responding to the views of our members, players, and competitors and respond appropriately and positively to any complaints. Staffordshire LTA is committed to providing a quality service and working For Safeguarding concerns, please see Staffordshire LTA's Safeguarding Policy.

We aim to ensure that:

- Making a 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 or information on any action taken etc
- We learn from complaints, use them to improve our service, and review our complaints policy and disciplinary procedures every 3-years

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. In cases where disciplinary action is required, please refer to Staffordshire LTA's Disciplinary Procedure.

## Purpose

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. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

## Responsibilities

A complainant's responsibility is to:

- Bring their complaint, in writing, to the Head of Staffordshire LTA's attention normally within 1 week of the issue arising
- Raise concerns promptly and directly with the Administrator of Staffordshire LTA
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow the personnel at Staffordshire LTA a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the Head of Staffordshire LTA's control and response to a complain may take longer than 2 weeks

Staffordshire LTA's responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within 2 weeks
- Deal reasonably and sensitively with the complaint
- Act where appropriate

## **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.