



Dormansland Lawn Tennis Club

Appeal Procedure

Appeal Procedure

1. Policy statement

Dormansland Lawn Tennis Club is committed to operating fair complaints and appeals processes as this enables individuals to have opportunities to give feedback or query the club's actions and decisions.

2. Complaint Procedure

In many cases, complaints can be resolved informally without activating the formal procedure. The complainant should aim to resolve his/her complaint informally by speaking with any club committee member. However, there is no obligation use this informal procedure. By seeking to resolve complaints on an informal basis, this will often allow for problems to be resolved quickly. If the complainant considers that the nature of the issue is such that it cannot be resolved informally, or if the informal process does not resolve the issue, then the formal complaint procedure should be used.

If anyone wishes to make a formal complaint relating to the club, the following procedure should be followed:

- a) Make your complaint in writing (e.g. email) addressed to the club's Welfare Officer (contact details are on the club website), stating the complaint or appeal, your name and contact details, and any other pertinent information.
- b) The Welfare Officer will appoint a member of the club committee, who is independent of the original incident, to investigate the complaint (the Investigator).
- c) The investigation will include a face-to-face meeting with you, attended by the Welfare Officer and the Investigator. You are welcome to bring a companion to the meeting to provide support to you. The Investigator will take notes of the meeting.
- d) The investigation will also include a face-to-face meeting with the person you making the complaint against, attended by the Welfare Officer and the Investigator. He/she is welcome to bring a companion to the meeting to provide support. The Investigator will take notes of the meeting. If agreed beforehand by both parties, these two meetings may be held together.
- e) The Investigator will issue his/her findings in writing (e.g. by email) to both parties within 10 days of the later meeting.

3. Appeal Procedure

If anyone wishes to appeal a decision made by someone acting on the club's behalf, the following procedure should be followed:

- a) Make your appeal in writing (e.g. email) within 14 days of the decision you are appealing, addressed to the club's Welfare Officer (contact details are on the club website), stating the appeal, your name and contact details, and any other pertinent information such as documentation you intend to rely on in your appeal. This information must include your justification with evidence for making the appeal (e.g. new evidence, lack of due process).
- b) The Welfare Officer will appoint a member of the club committee, who is independent of the original incident and any prior decision, to investigate the appeal (the Investigator).
- c) The investigation will include a face-to-face meeting with you, attended by the Welfare Officer and the Investigator. You are welcome to bring a companion to the meeting to provide support to you. The Investigator will take notes of the meeting.
- d) The investigation may also include a face-to-face meeting with the person whose decision you are appealing, attended by the Welfare Officer and the Investigator. He/she is welcome to bring a companion to the meeting to provide support. The Investigator will take notes of the meeting.

- e) The Investigator will issue his/her findings in writing (e.g. by email) to both parties within 10 days of the later meeting. The decision of the Investigator hearing the appeal is final; there is no further right of internal appeal.

This Policy is reviewed every two years.

This Policy is recommended for approval by:

Club Committee Chair: David Nickols

Date: 30 September 2018

Club Welfare Officer: Loraine Buckles

Date: 30 September 2018