



KENT
TENNIS

Kent Tennis

Complaints Policy

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TENNIS
FOR BRITAIN

KENT TENNIS COMPLAINTS POLICY

The policy outlines how to make a complaint to Kent Tennis and the process we will follow in dealing with that complaint. The complaint could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, intimidating or in violation of important rules or policies.

This policy is reviewed every three years (or earlier if there is a change in national legislation)

This Policy is recommended for approval by:

Kent Tennis Operations Manager, Jane Parish

Approved by Kent Tennis Board of Trustees on 8 May 2024

Nigel Jordan, Chair, Kent Tennis

Charlotte Cornell, Secretary, Kent Tennis

What is the role of the County Association?

Kent Tennis has a common purpose of delivering and supporting tennis in its local community, aligned to the [LTA mission](#) of Tennis opened up .

We provide and enable playing, coaching and competitive opportunities for players at all levels and work closely with venues, coaches, volunteers, and officials to help grow the game.

Kent Tennis 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 of our members, players, and competitors and by responding positively to complaints.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we welcome feedback, and suggestions;
- we treat a complaint as a clear expression of dissatisfaction which calls for a timely response;
- we deal with a complaint promptly, politely and, when appropriate, confidentially;
- we respond in the right way e.g provide, an explanation, an apology, an action;
- we learn from complaints, use them to improve our service, and review our policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. We aim to resolve these informal concerns swiftly and keep matters private.

Who should I contact if I have a query or something to report?

Safeguarding

Safeguarding covers any concern about the well-being or safety of a young person (aged under 18) or adult at risk. If you have a safeguarding concern, please use the LTA [Report A Concern](#) online form which goes directly to the LTA Safeguarding Team. Once you've completed the form, you will receive a unique reference number.

To ensure that the LTA Safeguarding Team can focus on concerns around safeguarding matters, please **ONLY** use the [Report A Concern](#) form if what you wish/need to report relates to the well-being or safety of a young person under the age of 18 or an adult at risk. Other matters such as Disclosure and Barring Service (DBS), Safeguarding Training or Safeguarding Standard enquiries should be directed to the LTA Customer Support Team via their [Support Centre](#).

If you need to speak to someone about a safeguarding concern outside normal hours, you can call the **NSPCC on 0808 800 5000**. If someone is in immediate danger, call the **Police using 999**.

Further information can also be found within our Kent Tennis [Safeguarding Policy](#).

LTA Registered Venues

Any safeguarding concern at an LTA registered venue should be reported in accordance with the 'Safeguarding' section above.

If your query relates to a local matter at an LTA registered venue, such as any of the following, you should raise it directly with your venue in accordance with its policies, processes, procedures, or governing documents:

- any matter arising between a member and the registered venue;
- any matter arising between two or more individual members of the registered venue;
- any matter relating to the employment / engagement of a coach or official by the registered venue;
- any matter arising from the registered venue's own events and competitions involving only members of that registered venue;
- player or team selection;
- committee or director selection or appointment.

Discipline

All 'Participants' in tennis are subject to the [LTA Code of Conduct](#) and the [LTA Disciplinary Code](#).

Examples of misconduct include (but are not limited to):

- breaches of the LTA Code of Conduct;
- match fixing and betting offences;
- doping offences;
- other conduct detrimental to the interests of the game of tennis.

If you have been the subject of, or have seen or heard, any conduct which you believe to be misconduct, you should raise it with the LTA.

Depending upon the nature of the alleged misconduct and against whom and by whom the misconduct is alleged, the matter may be referred by the LTA Disciplinary Team to the relevant LTA registered venue or to a National, County or Island Association.

Further information relating to can also be found within Kent Tennis's Discipline Rules and Procedures.

Discrimination

In line with the Equality Act, the LTA and Kent Tennis are committed to the principle of equality and that every tennis participant is not discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital or civil partnership status, sexual orientation, gender reassignment, pregnancy status, age or disability.

If you feel you have been subject to any form of discrimination you should contact the LTA [Customer Support](#) team direct .

General Complaints

If you have a complaint, it is often best to start by contacting Kent Tennis and talking through the problem you are facing with a member of the team as they may be able to help to resolve it or alternatively advise you of the best course of action. For example, if the problem relates to misconduct of a player this will fall under the LTA Code of Conduct, as outlined above, whilst a complaint of misconduct of a person acting (or working) on behalf of Kent Tennis would fall under a general complaint to Kent Tennis.

Kent Tennis can be contacted on 01689 880757.

If an oral complaint needs to be investigated further, you will normally be asked to put your complaint in writing.

You may instead choose to make a written complaint straight way.

Making a formal complaint

In order to deal with your complaint please ensure you:

- bring your complaint, in writing, to Anna Wilson, the person responsible for dealing with complaints by emailing: annawilsonhq@gmail.com;
- raise it within 28 days of the incident arising if the complaint relates to an isolated incident ;
- raise it within 6 months of the concerns or behaviour first being identified if the complaint relates to a pattern of behaviour or concerns over a period of time;
- explain the problem as clearly and as fully as possible, including any actions taken to date.

On receiving a complaint Kent Tennis will:

- acknowledge the formal complaint in writing within 5 working days;
- deal reasonably and sensitively with the complaint;
- respond within 7 working days with an outcome or an explanation of the actions being undertaken and the timescales;
- act where appropriate.

Where Kent Tennis feels the complaint requires further investigation, a panel will be set up, made up of 3 Kent Tennis Trustees /Committee Members.

All members of the panel will be provided with all necessary information and documents and if required will ask the complainant and any others involved to attend a complaints' panel hearing. Every endeavour will be made for the hearing to be within 30 working days of the original complaint being lodged except in circumstances where i) information and/or documents are still outstanding and ii) the complainant and witnesses are unable to attend the hearing within the given timescale. The complainant will be informed of the reasons for the hearing being delayed. Once the panel hearing has taken place, any decisions made will be communicated by email within another 7 working days.

If the complainant is not satisfied with the outcome, an appeal against the decision can be made 7 working days after the decision has been communicated. In this case the complainant must state the basis for any appeal, in writing, for example new evidence or lack of due process.

The appeal will be heard by an appeals panel, made up of the Chair of Kent Tennis Board of Trustees and 2 other Trustees/Committee members excluding anyone from the original complaints panel. The panel will meet within 7 working days of the appeal being lodged and make any decision within a further 7 working days.

The decision will be communicated to the complainant by email and this decision will be final.

Confidentiality

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.

How do we use your feedback?

We take your feedback seriously and use it as a guide for future learnings. We hope you do not have cause to raise a query relating to your tennis experience. But if you do, we'll be on hand to help with clear routes for you to get the support you need.