KENT TENNIS COMPLAINTS PROCESS

INFORMAL COMPLAINT STAFF WILL TRY AND RESOLVE DIRECT IF UNABLE TO BE RESOLVED FORMAL COMPLAINT PROCESS TO BE FOLLOWED

FORMAL COMPLAINT RECEIVED WITHIN 28 DAYS OF AN ISOLATED ISSUE ARISING OR 6 MONTHS IF A PATTERN OF BEHAVIOUR

SAFEGUARDING DIRECT TO LTA VIA REPORT A CONCERN

DISCRIMINATION DIRECT TO LTA VIA CUSTOMER SUPPORT

COMPLAINT GOES DIRECT TO PERSON RESPONSIBLE ANNA WILSON

COMPLAINT IS ACKNOWLEDGED WITHIN 5 WORKING DAYS OF BEING RECEIVED

COMPLAINT IS SHARED WITH RELEVANT PARTIES TO INVESTIGATE AND RESPONSE SENT TO COMPLAINANT WITHIN 7 WORKING DAYS

IF PANEL REQUIRED TO INVESTIGATE 3 COMMITTEE MEMBERS TO DEAL WITH COMPLAINT WITHIN 30 DAYS OF BEING LODGED RESPONSE TO COMPLAINANT WITHIN 7 WORKING DAYS

COMPLAINANT NOT SATISFIED WITH RESPONSE THEY HAVE THE RIGHT TO APPEAL WITHIN 7 WORKING DAYS TO CHAIR OF TRUSTEES

APPEAL RECEIVED AND ACKOWLEDGEMENT SENT TO APPELLANT WITHIN 5 WORKING DAYS OUTLINING PROCESS

NEW PANEL OF 2 COMMITTEE MEMBERS PLUS CHAIR WHO WERE NOT PART OF ORIGINAL PANEL TO LOOK AT THE APPEAL WITHIN 7 WORKING DAYS OF APPEAL BEING LODGED. RESPONSE WITHIN 7 WORKING DAYS

DECISION SENT TO APPELLANT WITHIN 7 WORKING DAYS WHICH IS FINAL