



Caerphilly Tennis Club Compliments, Complaints and Disciplinary Policy

Created: 11th December 2022

Last Updated: 7th January 2026

Next Review: January 2028 (or earlier if legislation/guidance changes)



Caerphilly Tennis Club Compliments, Complaints and Disciplinary Policy

The aim of this policy is to detail the process for you to offer compliments or make a complaint at Caerphilly Tennis Club (CTC) as well as outline the process for us to receive, investigate and resolve any complaints. This policy is fully supported by the Management Committee who are responsible for its implementation and review.

CTC 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 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.
- 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 defined as 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.

How to give us feedback?

To help us improve our facilities and offering, Caerphilly Tennis Club (CTC) welcomes feedback and suggestions from all users which includes players, parents and visitors. This can be done in the following ways:

- Annual General Meeting
- Club Forum or similar events
- Court booking feedback electronic survey
- Other targeted surveys conducted through the year (online and paper forms)
- Via CTC social media channels (public post or direct messages)
- Via email (to jonathanmorgan@caerphillytennis.co.uk)

Any feedback received will be considered at the next scheduled committee meeting, unless it is deemed an urgent issue in which case action will be taken as soon as possible. It will be discussed and any necessary actions will be taken as a result. If the person who made the feedback is known, they will be updated on the Committee's decision and future progress.

Compliments and testimonials may be used in promotional material including but not limited to web/online platforms. These will be anonymised (removing identifying names) and unattributed to the individual (if they are known) so no additional consent will be sought to share them.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at the club. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint?

- Any member of the CTC Management Committee
- The coaching team
- CTC Welfare Officer
- Anyone else involved at the club that you trust

Useful contact details have been included at the bottom of this policy.

The address for written complaints has been included at the bottom of this policy.

What will we do to investigate?

- The CTC Management Committee will establish a Complaints Sub-Committee of at least 2 individuals to handle any complaint.
- We will aim give an initial response to your complaint within five working days, and to resolve/give an official response within 10 working days.
 - If the matter is urgent, we will try to respond more quickly.
- We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people.
- We will try to gather any evidence or information that may be relevant to handling your complaint.
- Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

- The Complaints Sub-Committee will appoint a person to be your point of contact throughout this process. You will be given their contact details and that person will make sure that you understand the process, and will help to answer any questions or concerns that you have.
- You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will inform you.
- If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities.
- An explanation or apology.
- An agreement to communicate or act differently in future.

If an informal resolution is not suitable, then the Complaints Sub-Committee will look at the information about the case. We will try to make sure that this sub-committee does not contain anyone directly involved with your complaint. They might decide to take the following action:

- Formal disciplinary action under the rules of the place to play.
- Formal disciplinary action against a coach or volunteer.
- Changes in formal contracts or arrangements put in place by the place to play.
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.
- Closure of your complaint without action.

Is there anyone else I can talk to?

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly.

Sometimes it can be useful to speak directly to someone outside the club if:

- You need urgent advice about someone's safety or welfare.
- You do not want to discuss the issue with someone at the place to play.
- Your complaint is very serious.
- Your complaint involves other organisations.
- You need specialist advice.

If you are worried about a child's welfare, you can contact the following people:

- Tennis Wales' Lead Safeguarding Officer Mark Vaughan
- The National LTA Child Protection Department (24hrs)
- Childline: 0800 1111
- NSPCC advice for adults: 0808 800 50005
- Local Social Services
- Police

Questions or queries about this policy

If you have a complaint or a general query about this complaints policy, you should speak to one of the following persons:

Jonathan Morgan – Head Coach and Committee Member

jonathanmorgan@caerphillytennis.co.uk

07891 640642

Andrea Ambler – Welfare Officer

welfareofficer@caerphillytennis.co.uk

07983 179766

Stuart Mitchell – Welfare Officer

welfareofficer@caerphillytennis.co.uk

07726 235239