

# PBTC Complaints Procedure

## Introduction

Our vision for Your Purley Bury Tennis Club is that our Club will be recognised as a good place to play tennis in Croydon, where Members feel a strong sense of pride and belonging, and participate to ensure the continued success of the Club. Our Club and PBTC Social Ltd are run by the Members and Trustees for the members, and for the Community in Croydon.

Where issues arise we aim to deal with them informally and amicably. Inevitably from time to time issues arise which require more formal consideration and this document outlines the procedures to be followed.

## Complaints about the Club

If you have a complaint about the running of the Club or its facilities you should contact the relevant Member of the Management Board [mail@purleyburytennisclub.net](mailto:mail@purleyburytennisclub.net) or the Club Secretary.

## Complaints about another Member of the Club

If you have a complaint about another Member of the Club you should contact the Club Secretary or any Member of the Management Board [mail@purleyburytennisclub.net](mailto:mail@purleyburytennisclub.net). If the issue involves safeguarding, diversity and inclusion or working with children you should contact the Club Welfare Officer Kelly Rowland Tel 07930 4444170 email [pbtcwelfare@gmail.com](mailto:pbtcwelfare@gmail.com) <http://purleyburytennisclub.net/welfare-officer/>. There are separate policies and procedures on safeguarding, Equality diversity and inclusion, Working with children and Data Protection (GDPR) which can be found on the Club website <http://purleyburytennisclub.net/management/>.

## Procedure

- Often, issues can be resolved through mediation and talking. All complaints will be treated as confidential and only discussed with those involved but if your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed.
- If your issue cannot be resolved informally and you would like to proceed with your complaint, you should report the matter in writing to our Club Secretary, another Member of the Management Board or our Welfare Officer. Your complaint will be acknowledged within 5 working days and you will be kept informed at least fortnightly about who is dealing with it and what progress has been made

- The Management Board will nominate two Board Members who have not been directly involved (Trustees where removal from membership may be considered) to establish the facts with the parties concerned. Where the issue involves safeguarding, diversity and inclusion or working with children the processes outlined in the Policy Documents will be followed
  
- When the Board Members have completed their enquiries they will present their conclusions to the Management Board and recommend what sanctions, if any, are appropriate including:
  1. a warning as to future conduct;
  2. disqualification from any event or tournament in which the breach has taken place or future tournaments and events;
  3. suspension of a member from membership;
  4. exclusion of a non-member from the club's premises;
  5. expulsion of a member from the club.
  
- The Management Board will then inform the parties of their decision
- Where expulsion is agreed the Management Board must:
  - (i) inform the member of the reasons why it is proposed to remove him, her or it from membership;
  - (ii) give the member at least 21 clear days notice in which to make representations to the charity trustees as to why he, she or it should not be removed from membership;
  - (iii) at a duly constituted meeting of the charity trustees, consider whether or not the member should be removed from membership;
  - (iv) consider at that meeting any representations which the member makes as to why the member should not be removed; and
  - (v) allow the member, or the member's representative, to make those representations in person at that meeting, if the member so chooses.