

Complaints Policy at Jarrett Tennis School (JTS)

Jarrett Tennis School take complaints about conduct and behaviour very seriously and work in line with the LTA's processes and procedures to respond to concerns. You should always report initial welfare concerns to our Welfare Officer (Alastair Johns) or the Director of JTS (Steve Jarrett), who may also contact the LTA for support.

This includes if you are worried about a person's behaviour because it is unsafe, unprofessional, offensive, intimidating, discriminatory or illegal. They can contact the LTA who will support in making a decision about whether a referral to the Safeguarding Team is required.

We take reasonable steps to conduct a thorough investigation and always give priority to someone's safety and wellbeing. It is important that whilst we aim to resolve all complaints, in some situations we may decide we cannot investigate or take further action. We also reserve the right to end any investigation or refer to the LTA. If this happens you will be given the reasons for our decision. We know the best way to resolve problems is by talking to the people involved, including the tournament organiser, referee, coach, member of staff or club member. We endeavour to take this approach before contacting the LTA as not all complaints will need to be reported to the LTA.

Values & Principles

- **Right to Complain:** You have the right to complain and complaints are taken very seriously. You should never be bullied, harassed or disadvantaged for making a complaint.
- **Equality:** You will receive a response to your complaint regardless of your age, gender, disability, ethnicity/race, religion, sexual orientation or gender reassignment.
- **Fairness:** All complaints will be dealt with fairly and openly
- **Safety and Wellbeing:** All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the LTA.

Staying Informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending on the nature of the complaint. The person investigating will set a timeline and agree with you how often they will make contact.

Lodging a Complaint

In the event that any employee, member, volunteer, visitor or visiting team or player feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedure below.

1. The complainant should report the matter in writing to one of the Welfare Officer or the Director of Jarrett Tennis School. The report should include:

- 1.1 Details of what occurred;
- 1.2 Details of when and where the occurrence took place;
- 1.3 Any witness details and copies of any witness statements;

1.4 Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);

1.5 Details of any former complaints made about the incident, including the date and to whom such a complaint was made;

1.6 An indication as to the desired outcome.

2. If the person accused of misconduct is an employee, the Director of JTS will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or, if none exists, the statutory disciplinary procedure.

3. If the person accused of misconduct is a non-employee,

3.1 JTS Shall have power to terminate or decline to renew the membership of, or suspend or exclude from the School's premises any member or visitor (including parents or guardians of minors) whom it considers guilty of a breach of the School's Rules or School's Regulations or the KCLTA Rules or the LTA Rules or of misconduct or of offensive behaviour to any other member, visitor or employee.

In such case 14 days' written notice shall be given to the offending member or visitor, detailing the allegations against them and requesting they appear before the Schools complaints panel to answer the complaints made.

Any member or visitor who is aggrieved by a decision of the School may within 21 days appeal in writing to the Appeals Panel, which shall determine whether to affirm the decision or make a different decision. Appeals will be heard as soon as possible and in any event within 28 days of the appeal being lodged.

1st February 2021