

The Bridgend Association of Bowls, Tennis and Squash Clubs Community Interest Company

Complaints procedure

This policy explains how to make a complaint at The Bridgend Association of bowls, tennis and squash clubs Community Interest Company. This is the policy we follow if your complaint is about someone's conduct whilst on the clubs premises. We take all such complains very seriously.

The principle this policy looks to address is:

Equality – you should receive exactly the same response to your complaints should be dealt with fairly and openly and that those effected by a complaint should have a chance to contribute and respond to any investigation.

Fairness – Unless it's likely to put other people at risk, we believe complaints should be dealt with fairly and openly and that those effected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare – are important to us and we will give priority to the safety and welfare of children.

Confidentiality – We will endeavour to treat complaints confidentially.

However, depending on the nature we may have to discuss some complaints with other organisations such as police, social services, tennis wales or the LTA.

How to make a complaint?

If you have complaint, please discuss it with a representative of the tennis club as listed below –

- General Manager – if your complaint is about any of the coaching or non-coaching staff.
- Directors – a list of directors is available from the bar on request.
- Welfare officer – particularly if you are a child or you are worried about the safety or welfare of a child.

Depending on the nature of the complaint you may be asked to put it in writing. The address for written complaints is Bridgend Bowls, Tennis and Squash Clubs Community Interest Company, Church road, Bridgend, CF31 3AZ.

What we do to investigate?

We will give an initial response to your complaint within 5 working days.

How will I know what is happening?

You will be given details of the person who will be your point of contact during the process and you will receive an update of the status of the status of the complaint every 2 weeks. If your complaint leads to formal disciplinary action against an employee, we will in normal circumstances – inform you about the outcome. However, we may not tell you the outcome if that person is a child, or if we believe if telling you would create a risk to other people.

This policy was reviewed and signed by the directors of Bridgend Bowls, Tennis and Squash Clubs Community Interest Company 22nd November 2018 Review – November 2019