



COMPLIMENTS, COMPLAINTS AND DISCIPLINARY POLICY

Our Aim

MLTC 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.

2. Definitions

A compliment is 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.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and where appropriate a copy is sent to the relevant person to provide feedback.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

MLTC's responsibility will be to:

- acknowledge the formal complaint in writing;



- respond within a stated period; MLTC will acknowledge receipt of the complaint within five working days and then an update will be given every 2 weeks or less frequently if this has been agreed to. If there are delays in handling a complaint for any reason the person who made the complaint will be informed. More detailed timescales are included in the club's Disciplinary Procedures;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the **Club Administrator's** (merrowltc@gmail.com) or the **Club Secretary's** (secretarymltc@gmail.com) attention normally within 28 days of the issue arising or knowledge of the incident by the complainant.
- raise concerns promptly and directly with the Club Chair, Welfare Officer, Club Coach or any member of the club's Committee. Details of who the club's Committee members are can be found on the club's website: <https://www.merrowtennis.com/committee.html>. Their contact details can be found on the membership list of the court booking system or from the Club Administrator.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow MLTC a reasonable time to deal with the matter, and
- recognise that in some circumstances it may be beyond MLTC's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

This policy was approved: 7th January 2026

Review cycle: Three years

Next review: January 2029