

GREYSTONES LAWN TENNIS CLUB COMPLAINTS POLICY

MARCH 2018

GLTC want to provide the best possible service. There may be times, however, when you think we could do better and sometimes you may even want to tell us about something we have done well. Whatever age you are, you have rights including:

- the right to have your say and be listened to
- the right to complain if you are not happy about something we have done.
- We undertake to ensure all complaints are taken seriously and dealt with fairly and confidentially.
- We will endeavour to quickly and informally resolve complaints through discussion with the parents and members of staff as appropriate.

A Complaint must be made within 14 days of the date of the alleged incident (save where exceptional circumstances are proven to the satisfaction of the relevant Hearings Committee). It must be in writing. It must refer specifically to an incident(s) and it must specify the Rule (*see definition below*) allegedly broken.

If a parent/guardian is not satisfied with any aspect of the club they should first of all seek to resolve the issue informally by:

- Discussion with the coach or committee member
- If the issue is unresolved or reoccurs, they should put their complaint in writing to the Chairperson
- The Chairperson will then nominate a committee member to meet with the parents and manager/leader (as appropriate) to try and resolve the issue at minimum by the next working week.
- Written records of discussion and agreements made will be kept of this meeting and copies made available to parents, manager/leader, or other involved staff (as appropriate).

If the issue remains unresolved, it may be necessary to form a hearing committee to mediate the complaint.

- The Hearings Committee shall deal with all Complaints, Disciplinary Action and Objections as these are defined in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures.

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- **A Disciplinary Action** may be initiated by a Leader or Official (*as defined in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures*) or by the Chairperson of the Hearings Committee.
- **An Objection** can be made by a Participant by submitting in writing details of the Fixture, time of completion and the grounds for objection. It must be submitted in writing within 30 minutes of completion of the fixture being objected to.
- The decision of the club Hearings Committee can be appealed to the relevant provincial Branch Hearings Committee. An appeal must be made in writing within 5 days of receipt of the written decision of the club Hearings Committee. It must state the date of the decision being appealed, the aspects of the decision being appealed and the grounds of appeal. It should include all relevant documentation and be accompanied by a fee of €500.00 (refundable in the event of a successful appeal).

DEFINITIONS (*extracts from the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures*)

Complaint: *means any written complaint made against any Participants, Individual Associate, Member, or Branch or Tennis Ireland or any subcommittee therein within the meaning of clause 3.2 of the Procedures*

Disciplinary Action *means the steps undertaken in initiating, investigating, prosecuting and administering disciplinary misconduct by a Participant, Individual Associate, Member, Branch and Tennis Ireland.*

Hearings Committee *means the Member, Branch or Tennis Ireland hearings committee appointed by the executive committee or boards to administer and hear Complaints, Objections or Disciplinary Actions.*

Leader *means the coach, manager and/or team leader that has responsibility for Participants at a particular Event.*

Objection *means any objection to the result of a fixture at an Event on the grounds of eligibility.*

Official *means any person who referees, umpires or officiates at an Event.*

Participant *means any athlete or assistant such as a doctor, physiotherapist, parent, coach, trainer, mentor, psychologist, manager, advisor, agent or representative that accompanies an athlete to an Event*

The "Rules" referred to above include the following:

- *Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures*
- *Memorandum and Articles of Association of Tennis Ireland*
- *Tennis Ireland Guidelines for safeguarding children*
- *The Rules of Tennis*
- *Regulations for the Conduct of Official Tournaments*