

LTA TENNIS FOUNDATION (COMPLAINTS PROCEDURE)



The LTA Tennis Foundation encourage and welcome complaints when it is felt that we have not reached our own high standards. Detailed below is the process for making a complaint, how we will respond to complaints and what we will do.

How to make a complaint

We take complaints seriously and encourage you to contact us with your problems, concerns or worries.

To make a complaint regarding the LTA Tennis Foundation please contact the LTA Customer Support team at <https://www.lta.org.uk/support-centre/enquiry-page/> and when asked to select your topic of enquiry, please select LTA Tennis Foundation.

Please provide as much information as you can; it can be difficult for us to deal with a complaint with limited information and please be aware that it may be necessary for the LTA Customer Support Team to refer your complaint to another team within the organisation.

How we will respond

We will respond to complaints made within six months of the event or issue. We will acknowledge your communication and/or redirect it within three working days.

We will:

- Aim to answer your query in the simplest and quickest way for you, while also making sure you have all the information you need
- Update you through a specific contact
- Handle your query sensitively

We will investigate the cause(s) of your complaint as promptly as possible; we will inform you of the progress made and advise you of when we expect to be able to provide you with a response.

We aim to provide you with details of the outcome of our investigations within 28 days of acknowledgement of receipt of the complaint. If the complaint is complex and a quick response is not possible, we will investigate the matter and get back to you as soon as possible (within 28 days). If we are unable to resolve matter within 28 days, we will contact you to outline why and continue to keep you updated.

What we will do

We will endeavour to address concerns and correct mistakes to the best of our ability, and we would encourage you to share your views as to how the issue can be best resolved.

We will treat everyone with respect, listen to ensure we understand the complaint and keep you informed as to how we will address it. If you wish to escalate the complaint further, we will also inform you as to how you can do that. If your complaint is escalated, it will be reviewed, and we will aim to provide you with a final response within two weeks of the referral.

Recording of complaints

We will keep a record of complaints, our response and any communications involved to support any further investigations. We will also retain records relating to a complaint for a minimum of 24 months from the date the complaint was made, unless data protection law requires that the information be put beyond use earlier than this.

Who else can help?

The LTA Tennis Foundation is committed to the highest standards in fundraising practice and is registered with the Fundraising Regulator. If your complaint is linked to fundraising and you feel it remains unresolved then the Fundraising Regulator can investigate your complaint further. You must contact them within two months of receiving our response

You can contact them via email at complaints@fundraisingregulator.org.uk, on their [complaints form here](#) or via telephone: 0300 999 3407. They can also be contacted at the address below:

Fundraising Regulator
Eagle House
167 City Road
London, EC1V 1AW
www.fundraisingregulator.org.uk

If your complaint is linked to another area of our work and you are not satisfied by our response, you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 211
Bootle
L20 7YX
0300 066 9197
www.charity-commission.gov.uk