



**NOTTINGHAMSHIRE TENNIS**

# Complaints & Appeal Process

**1<sup>st</sup> November 2020**

Nottinghamshire LTA CLG Ltd  
hereinafter referred to as Nottinghamshire LTA

This policy only applies to programmes, competitions, events and teams promoted and managed by Nottinghamshire LTA

Club related issues and concerns are to be dealt with by the relevant Club

It is important for Nottinghamshire LTA to have a Complaints and Appeals process as this enables individuals to have an opportunity to give feedback or query actions and decisions.

Any formal complaint should

- be made by email only to the County Administrator at [office@nottslta.co.uk](mailto:office@nottslta.co.uk) within 2 days of any incident or failing that as soon as practicably possible after
- state the full details of the complaint

The County Administrator

- will forward the complaint to the Chair and the County Safeguarding Officer (CSO)
- will let the complainant know that the complaint process has started

Where possible the Chair and CSO will try to deal with the complaint directly with the complainant. If this proves to be successful, the Chairman will normally confirm the outcome directly with the complainant within 5 days by email.

Where the Chair and CSO feel it is not possible to be dealt with at this Informal Stage, a relevant and independent panel of 3 will be set up that will include at least 2 members of the Nottinghamshire LTA Board, excluding the Chair and CSO, forming a Formal Procedure.

All members of the Formal Procedure panel will be provided with all necessary information and documents and if required will ask the complainant and any others involved to attend the complaints panel hearing. This hearing will normally be held within 10 days of the original complaint being lodged and any decision made normally within another 5 days will be communicated by email.

An appeal following the Formal Procedure panel decision can be made up 14 days after the decision. In this case the complainant must state the basis for any appeal, for example new evidence or lack of due process.

Any appeal to the decision must be made by email only to the County Administrator at [office@nottslta.co.uk](mailto:office@nottslta.co.uk) within 5 days of receipt of the decision. The County Administrator will confirm receipt of the appeal by email and inform the Chair who will start the appeal procedure after 14 days and before 21 days of the appeal.

The appeal will be heard by a relevant Appeals panel of 3 set up by the Chair including 2 members of the Notts LTA board and will not include anyone from the original complaints panel.

The panel will make any decision after a further 5 days of the Appeals panel meeting.

The decision will be communicated to the appellant by email and this decision will be final.

At the conclusion of all levels of the Complaints and Appeals procedure, Nottinghamshire LTA CLG Ltd will provide relevant feedback to the complainant and implement any improvements decided in a timely manner.

This Complaints and Appeals process is recommended for approval by:

Nottinghamshire Lawn Tennis Association Chair:

Jill Shelvey:

Date: 01/11/2020



Approved by Nottinghamshire LTA CLG Ltd Board on 11<sup>th</sup> November 2020