

Braintree Tennis Club Complaints Procedure

If someone chooses to raise a complaint against an individual or group of individuals, the club will ensure that it is handled in a timely and objective manner.

When making a complaint, the following details should be included:

- Name and contact details of complainant
- Nature of complaint – brief explanation of incident & details of affected parties
- Location
- Date of reported incident
- Desired outcome

Complaints can be made by email or phone to:

Jonny Dyer jonnyjazz@me.com 07545 211547

Chris Howard chris@family-howard.co.uk 07713 131318

Complaints will be responded to in writing (email) within 7 days, together with a plan of action.

Additionally, complaint forms can be downloaded from the website www.braintreeltc.co.uk and copies are also available at the club.

Should the complainant wish to appeal (e.g. new evidence, or due process has not been followed) they have 14 days in which to do so after receiving receipt of the response.

The appeal will be passed to an independent person or persons (committee member if appropriate or representative of the Halstead & District League) who will respond in writing within 14 days.