

BTA TENNIS COACHING – COMPLAINTS POLICY

1. Introduction

This Complaints Policy is designed to provide a clear, and effective process for addressing any concerns or complaints raised by participants, parents, coaches, staff, or others. The goal is to resolve issues promptly and to ensure that all complaints are treated seriously, confidentially, and respectfully.

2. Purpose

- To provide a clear framework for participants and others to raise concerns or complaints.
- To ensure all complaints are addressed promptly and professionally.
- To promote an environment of trust and accountability.

3. Scope

This policy applies to all individuals participating in BTA sessions, members, coaches, staff, volunteers, and visitors involved in the activity. Complaints may relate to:

- Policies, decisions, or practices.
- Behaviour of staff, coaches, volunteers, or members.
- Health and safety concerns.
- Any other issue affecting the well-being and experience of individuals involved.

4. Principles

- **Confidentiality:** All complaints will be handled in a confidential manner. Information will be shared only with those who need to be involved in the resolution process.
- **Timeliness:** Complaints will be acknowledged and addressed in line with our policy.
- **Respect:** All complaints will be treated with respect.

5. How to Make a Complaint

- **Step 1: Informal Resolution**

- **Verbal Complaint:** We encourage participants and others to first discuss their concerns informally with the person involved (e.g., coach, staff member, or fellow member) to resolve the issue directly.
- If the issue cannot be resolved informally, the person making the complaint should contact a BTA Head Coach. For any conflict involving the individual handling the complaint, another BTA Head Coach will assume responsibility.

- **Step 2: Formal Complaint**

- If the issue cannot be resolved informally or if the complainant is not comfortable with an informal approach, a formal written complaint should be submitted.
- For any conflict involving the individual handling the complaint, another BTA Head Coach will assume responsibility.
- The complaint should be submitted to info@btatenniscoaching.com, where the team will acknowledge receipt and begin an investigation.
- The complaint should include:
 - The complainant's name and contact details.
 - A detailed description of the issue, including relevant dates, names, and any evidence or documentation that supports the complaint.

6. Process for Handling Complaints

- **Acknowledgement:** All formal complaints will be acknowledged within 5 business days of receipt.
- **Investigation:**
 - The assigned BTA Head Coach will review the complaint and investigate the matter.
- **Resolution:**
 - Following the investigation, the assigned BTA Head Coach will determine the appropriate course of action. The complainant and all involved parties will be informed of the outcome within a reasonable time frame (within 14 days).

7. Appeals

If the complainant is dissatisfied with the outcome of the investigation, they may appeal the decision within 7 days of receiving the outcome. The appeal should be submitted in writing to the next level of authority. Please see external bodies which can be detailed in section 9 of the policy.

8. Confidentiality

- The details of the complaint and the outcome will be kept confidential, shared only with those involved in addressing or resolving the matter.

9. External Bodies

- If the complainant feels the issue has not been resolved satisfactorily through the internal process, they have the right to escalate the complaint to an external body such as the LTA (Lawn Tennis Association), sports ombudsman, or relevant legal authorities, depending on the nature of the issue.

10. Record-Keeping and Monitoring

- All complaints will be logged and recorded for monitoring purposes.
- Regular reviews of the complaints process will be conducted to ensure continuous improvement in handling complaints.

11. Conclusion

By following these procedures, BTA aims to maintain a positive, supportive, and respectful environment for everyone involved.