



Hoylake Lawn Tennis Club Complaint Handling

You have the right to complain about a member's conduct or behaviour. This could be because you feel someone has behaved in an unsafe, unprofessional, discriminatory, offensive or intimidating manner.

We take complaints seriously and you should not be put at a disadvantage because you are making a complaint. We will treat complaints as confidentially as possible but unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

How to make a Complaint

If you have a complaint, it is often best to start by speaking with someone from the committee (committee member details are available on the club website) as they may be able to resolve your issue. We hope that we are able to resolve problems informally.

If a complaint needs to be looked into further you will normally be asked to put your complaint in writing. An address for complaints is at the end of this guidance.

We will give an initial response informing you we have received your complaint within 7 days. If the matter is urgent, we will respond more quickly. If your complaint leads to disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child.

You should receive a written response to your complaint within one calendar month of a decision being made.

Is there anyone else I can talk to?

If you feel the nature of the complaint is with regard to the committee it might be useful to speak to someone outside the club. As Hoylake Lawn Tennis Club (HLTC) is a Lawn Tennis Association (LTA) Registered Venue, contact Cheshire County Lawn Tennis Association: lynne.whitford@cheshirecountylta.org.uk

Please address your written complaint to:

Moya Locke, Chair HLTC.

Hoylake Lawn Tennis Club, Eddisbury Road, West Kirby, Wirral CH48 5DR

Or email to:

moya@jomoholdings.com