

Hanney Tennis Club – Complaints and Appeals Process

All members are free to make complaints on any aspect of the Club, its management and its members.

We will ensure that complaints are listened to carefully, and that members are treated with respect, fairness and confidentiality when making a complaint.

Complaints by Members should be made in writing to the Club Secretary, and will be reviewed by the Club Secretary and Vice Chairman in the first instance. If either of those individuals is the subject of the complaint, then the Chairman will review the complaint.

We will endeavour to address all complaints within 30 days, and we will reply in writing.

If you are unhappy with the response from the review, then you should appeal in writing. We will then appoint the Chairman to conduct the appeal.

All complaints and their outcomes will be reported to the Committee, but will not be recorded in any minutes which are made public to the wider membership.

Contacts:

Club Secretary (Sarah Kitt) Tel. 01235 521182 Email sarah.kitt@outlook.com

Club Vice Chairman (Michael Hutchings) Tel. 01235 868256 Email aldworths@talk21.com

Club Chairman (David Gahan) Tel. 01235 868933 Email david@dgahan.plus.com