

Ockbrook & Borrowwash Tennis Club (O & B TC)

Complaint and Appeals Process

1. How do I make a complaint / appeal?

A complaint or appeal to a decision made should be done in writing or by email to:

Matt Cassar - Chairperson
Ockbrook and Borrowwash L.T.C
22 Nottingham Road
Borrowwash
Derby
Derbyshire
DE72 3FL

chair@obtc.uk

2. Who investigates a complaint or appeal?

The Chairperson will decide who will investigate the complaint or appeal. This will most likely be somebody who is part of the club's committee and not part of the original complaint.

3. How will all parties will be fairly heard?

The Chairperson will consider where and how any complaint or appeal should be heard and by who, and whether the person making the complaint or appeal requires support.

4. How long after a decision can an appeal be made?

No more than 14 days after notification of the original decision regarding a complaint.

5. What are the criteria for an appeal?

This may be as a result of new evidence or due process or procedure not being followed.

6. Who will investigate a complaint or appeal?

The Chairperson will appoint someone either from the Club Management Committee who is independent from the original incident or complaint process and therefore able to be objective.

7. How will I know the outcome?

Notification of any decision will be provided in writing within 10 days of the meeting.