



Complaints Procedure



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If an employee, member, visitor or visiting team feels that they have suffered discrimination or harassment in any way or that the club policies, rules, or code of conduct have been broken, and they would like to lodge a Complaint, they should follow the procedures below.

1. The Complainant should report the matter in writing to the club Administrator at admin@pavavetennishove.com. The report should include:

- (a) Full details of what occurred.
- (b) Details of when and where the incident took place.
- (c) Any witness details and copies of any witness statements.
- (d) Details of any former complaints made about the behaviour, including the date and to whom such complaint was made and
- (e) An indication as to the desired outcome.

1.1 The complainant can remain anonymous, and the Club will respect this.

2. If the person accused of this behaviour is an employee, the Club will follow the club's Disciplinary Procedure and the relevant statutory employment law.

3. Otherwise, the Administrator will refer the matter to the Club Manager or other trusted Committee member to investigate the complaint.

After this point, please refer to the Disciplinary Policy and Procedure.

[End]