



# Medstead Lawn Tennis Club

## Raising issues and resolving differences

<https://www.medsteadtennisclub.org.uk> [clubspark.lta.org.uk/MedsteadLawnTennisClub](http://clubspark.lta.org.uk/MedsteadLawnTennisClub)

To enable Medstead Lawn Tennis Club (MLTC) to develop and provide a positive tennis experience, that is safe, inclusive and fair the committee welcome and encourage individuals to bring forward ideas, provide feedback and query the actions and decisions of the committee.

In the event that any member, volunteer, visitor or visiting team feels that they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should raise this with a Committee member.

***Important: Any Safeguarding incidents and concerns should be reported following the "Reporting a Safeguarding Concern within the Tennis Environment" process as set out in the MLTC Safeguarding Policy.***

### Raising an issue

1. The issue or incident should be raised with the Welfare Officer/s:  
Jill Corbett 07771 121417 or Emma Rendall 07734 849166) or another member of the MLTC committee and be recorded. The record should include:
  - a) details of what occurred;
  - b) details of when and where the occurrence took place;
  - c) any witness details and copies of any witness statements;
  - d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
  - e) details of any former reports made about the incident, including the date and to whom such report was made; and
  - f) an indication as to the desired outcome.
  
2. The Management Committee:
  - a) will review the report and decide on the course of action.
  - b) may request that both/all parties to the incident submit written evidence regarding the incident(s);
  - c) may decide (at its sole discretion) after reviewing the report and supporting evidence to uphold or dismiss the complaint without further action.
  - d) may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by any party) at which both/all parties will be entitled to attend and present their case;
  - e) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Diversity & Inclusion Policy):
    - i. warn as to future conduct;
    - ii. suspend from membership;
    - iii. remove from membership;
    - iv. exclude a non-member from the facility, either temporarily or permanently; and
    - v. turn down a non-member's current and/or future membership applications.
  
  - f) will provide both/all parties with the reasons for its decision within one (1) calendar month of such decision being made.
  
3. If the nature of the complaint is with regard to the MLTC committee or other body or group associated with the Club the member/visitor has the right to report the discrimination or harassment directly to the LTA customer support team using the "contact us form" [www.lta.org.uk/about-us/contact-us/](http://www.lta.org.uk/about-us/contact-us/)