**Queens Park Tennis Club Community Interest Company Complaints Policy**

1. Introduction

We hope that your tennis experience is welcoming and enjoyable; we work hard to get things right, however if you have a complaint about your experience at Queens Park Tennis Club’s facilities, please let us know. We regard complaints as an opportunity to review and improve.

A complaint is an expression of dissatisfaction by the public, QPTC member, non-member (pay & play player), tennis coach, volunteer, clubhouse venue hirer or user.

2. Reporting a complaint

We hope that most complaints can be addressed informally at the time they occur by contacting a director of Queens Park Tennis Club Community Interest Company:

Denise Tyler (Data Protection Officer)

Conrad Brunner (Communications & Marketing; Venue management)

Mark Cull (Welfare Officer)

Mel Bowden (Head Coach; Facilities management)

Stephen Davies (Health & Safety Officer)

If your complaint cannot be resolved informally and you would like to submit a formal complaint, you can do so by contacting a QPTC director or by email to: [admin@qptc.co.uk](mailto:admin@qptc.co.uk) Complaints will be handled by the directors of QPTC CIC.

Please provide as much information as you can; it can be difficult for us to deal with a complaint with limited information. We may contact you to ask for further information so that we can fully investigate your complaint.

3. Complaints procedure

If you make a formal complaint to QPTC CIC, we will aim to:

* acknowledge your complaint within five working days
* treat all complaints seriously, adhering to our Diversity & Inclusion Policy
* deal with complaints as sensitively as possible. Information will only be divulged if it is necessary to the investigation, and with the consent of the complainant
* resolve your complaint
* provide a full written response within four weeks

We will investigate the cause(s) of your complaint as promptly as possible; if we cannot respond to you within two weeks, we will let you know.

If a complaint is made about a director of QPTC CIC, your complaint will be referred to the other directors to investigate and respond.

4. Reporting a Safeguarding Concern

You can report a safeguarding concern to our Welfare Officer, Mark Cull.

You can also email the LTA Safeguarding Team at safeguarding@lta.org.uk. If you need to speak to someone outside of office hours, you can also call the NSPCC on 0808 800 5000 or if someone is in immediate danger, call the police (999).

Information can also be found within our Safeguarding Policy.

5. Data Retention

We comply with the General Data Protection Regulation (GDPR) in relation to keeping records

of each complaint we receive. All records relating to complaints will be kept securely. Records relating to each complaint will be kept for six years after which they will be securely destroyed.