



# Queens Park Tennis Club CIC

## Compliments & Complaints Policy

### Key contact:

Stephen Lee, Director and Chair, Queens Park Tennis Club CIC

### Who policy is intended for:

All Queens Park Tennis Club members, Guests of members, Parents and legal guardians of junior players / children, Clubhouse visitors (including private hires), Pay and Play users, Contractors, Neighbours, and the Public.

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## **1. Policy statement**

We hope that your experience is welcoming and enjoyable; we work hard to get things right. Queens Park Tennis Club CIC (QPTC CIC) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and by responding positively to complaints.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible.
- we welcome compliments, feedback and suggestions.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

## **2. Definitions**

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction about an action (or inaction) or decision whether committed by

- QPTC CIC, or by one of its staff, or
- an individual acting in a voluntary or paid capacity on behalf of QPTC CIC, or
- a QPTC member, or a Pay and Play user, or
- a visitor to the QPTC clubhouse, or an on-site contractor,
- by a member of the public.

## **3. Compliments**

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the person the compliment is about.

## **4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. A complaint may be made verbally (in which case the complainant will be asked to follow it up in writing), or in writing, either by conventional mail or e-mail.

## 5. Complaints process

All complaints are to be submitted to the Chair of QPTC CIC, unless the complaint involves the Chair, in which case the complaint should be made to an uninvolved QPTC CIC director or member of the Management Committee.

Chair of QPTC CIC:

Stephen Lee – email [stephen.lee.2@citystgeorges.ac.uk](mailto:stephen.lee.2@citystgeorges.ac.uk)

Management Committee:

Head Coach and Director: Mel Bowden – email [mel.bowden@qptc.co.uk](mailto:mel.bowden@qptc.co.uk)

Chair of the Tennis Committee: Jacob Chadwick - email [jacobchadwickarchitects@gmail.com](mailto:jacobchadwickarchitects@gmail.com)

Welfare Officer: Mark Cull – email [mark\\_s\\_cull@hotmail.com](mailto:mark_s_cull@hotmail.com)

Venue Manager: Bego Escorihuela - email [bego@qptc.co.uk](mailto:bego@qptc.co.uk)

Honorary Treasurer and Director: Ian Teasdale – email [iantbrighton@gmail.com](mailto:iantbrighton@gmail.com)

Committee member: Jane Cunningham - [jane\\_cunningham1@outlook.com](mailto:jane_cunningham1@outlook.com)

Committee member: Eddie Crowther - [eddiecrowther63@gmail.com](mailto:eddiecrowther63@gmail.com)

The person receiving the complaint in the first instance will acknowledge it in writing within 5 working days of receipt and inform the complainant of the procedure that will be followed in dealing with the matter and the likely timescale.

All complaints will be responded to within 10 working days of receipt, unless a longer period is required to gather information.

Data Protection complaints should be acknowledged within 30 days, keeping people updated on progress and provided with an explanation of the outcome.

The person dealing with the complaint will:

- Deal reasonably and sensitively with the complaint
- Act sympathetically, fairly and honestly
- Determine the facts of the matter, by speaking to others involved, as required, and examining any written material as appropriate
- Keep the complainant informed of progress
- Write to the complainant answering their concerns and giving explanation where appropriate. Responses to complaints will be as full and detailed as possible.

If QPTC CIC, its staff or volunteers are found to be at fault, that will be acknowledged, and the complainant will be informed of any future action to be taken.

If the complainant is not satisfied with the initial response the person who has dealt with it initially will endeavour to resolve any further issues raised and will respond again in writing. Any subsequent correspondence will be dealt with within the same timescales.

If the complainant is still not satisfied with the response from the Lead Respondent, the complaint will be referred to the next meeting of the Management Committee for formal adjudication.

Formal adjudication of the complaint by the Management Committee will be regarded as definitive and final but may be subject to a process of appeal should the complainant choose to do so.

An appeal cannot be chaired by the initial Lead Respondent. It will be chaired by another member of the Management Committee identified by the Management Committee.

QPTC CIC will not enter into lengthy and protracted correspondence with the complainant once the original complaint and any subsequent substantive issues have been answered.

## **6. Complainant's responsibilities**

A complainant's responsibility is to:

- bring their complaint, in writing, normally within 8 weeks of the issue arising
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow the lead responder a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond QPTC CIC control.

## **7. Unreasonably Persistent or Vexatious Complaints**

If a complainant behaves in a way which is regarded as unreasonably persistent or vexatious, the process outlined below will be followed.

QPTC CIC does not expect employees or volunteers to tolerate unacceptable behaviour by complainants at any time during the general complaint's procedure. Unacceptable behaviour includes behaviour which is abusive, offensive or threatening and may include using abusive or inappropriate language on the telephone or face to face, sending multiple emails or leaving multiple voicemails.

Raising legitimate queries or criticisms of a complaint's procedure as it progresses, e.g. if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it should not necessarily cause them to be labelled vexatious or unreasonably persistent.

QPTC CIC will take action to protect employees and volunteers from inappropriate behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, this procedure will be followed.

QPTC CIC defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of the complaints, hinder the work of the organisation. Examples include the way or frequency that complainants raise their complaint with employees, or how complainants respond when informed of a decision about their complaint.

If it is suggested that a complainant is acting in an unreasonably persistent or vexatious way the Chair will confirm that the complaint is being, or has been, investigated properly according to the complaints procedure before any further action is taken.

The Chair will contact the complainant either by telephone, in writing or by email to explain why their behaviour is causing concern and ask them to change this behaviour. A telephone call will be followed up by a written communication.

In every case, full and complete records of all decisions and actions will be maintained in line with QPTC CIC data retention procedures. Copies of all complaints and responses will be kept on file for 6 years after resolution.

## **8. Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

## **9. Related documents**

QPTC CIC Code of Conduct

QPTC CIC Data Protection Policy

QPTC CIC Equity, Diversity & Inclusion Policy

QPTC CIC Safeguarding Policy and Procedures

## 10. Equality Impact Assessment

This Equality Impact Assessment (EIA) helps QPTC CIC to consider whether a policy discriminates or unfairly disadvantages people from a range of groups and helps us think through actions that can be taken to lessen impact and advance equality, diversity and inclusion.

Impact summary: summarise whether the proposed policy will have a disproportionate impact on any of the groups listed below and what actions if any will be taken.	
Age	If a child is unable to follow the complaints process, a parent or legal guardian can submit a complaint on their behalf.
Disability: Hearing impairment Visual impairment Physical disability Learning disability Mental health need	This policy has not been adapted to an easy read version and as such may disadvantage some people with learning disabilities. This policy has not been adapted for and therefore disadvantages people that are visually impaired.
Gender reassignment (incl. trans & non-binary)	
Marriage and civil partnership	
Pregnancy and maternity	
Race: People from diverse ethnic backgrounds Refuges & asylum seekers People with English as an additional language	This policy has not been adapted to an easy read version and as such may disadvantage some people with English as an additional language.
Religion or belief	
Sex - men, women and intersex	
Sexual orientation	
People with (unpaid) caring responsibilities	
People from lower socio-economic backgrounds and people living in areas facing deprivation	
People with low levels of English	This policy has not been adapted to an easy read version and as such may disadvantage some people with low levels of English.
Intersectionality (include any other relevant information relating to the intersection of any of these protected groups)	

## Policy control sheet

<b>Policy title</b>	Compliments & Complaints Policy
<b>Version number</b>	V5
<b>Policy owner</b>	Name: Mark Cull Designation: QPTC Management Committee member
<b>Target audience</b>	All Queens Park Tennis Club members, Parents and legal guardians of junior players / children, Clubhouse visitors (including private hires), Pay and Play users, Contractors, Neighbours, and the Public.
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<b>Approved by</b>	QPTC CIC directors and management committee
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<b>Date of last review</b>	22.7.2024
<b>Date of next review</b>	8.1.2028

## Amendment history

<b>Version no. &amp; date created</b>	<b>Author</b>	<b>Summary of changes made</b>
V1 15.6.2020	Mark Cull	N/A
V2 2024	N/K	Points of contact were updated.
V3 22.7.2024	Stephen Lee	New procedure introduced and section on Unreasonably Persistent or Vexatious Complaints added.
V4 8.1.2026	Mark Cull	V3 incorporated with the latest LTA template policy for venues.
V5 13.4.26	Mark Cull	Removed 1 committee member; added 2 committee members