

COMPLIMENTS AND COMPLAINTS POLICY

Our Aim

Hampshire & IOW Tennis (HIOWT) 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 member organisations, players, and competitors 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.

Definitions

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

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

Purpose

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 relevant lead so that they may provide feedback to the volunteer, staff member or trustee.

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.

Responsibilities

HIOWT has responsibility to:

- acknowledge the formal complaint in writing.
- respond within 15 working days
- deal reasonably and sensitively with the complaint; and
- act where appropriate.

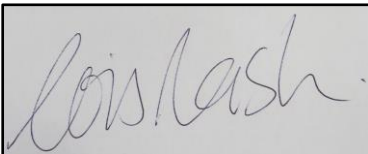
A complainant has responsibility to:

- raise concerns promptly and directly with Sandra Holmes (Administrative Manager / Charity Secretary)
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Sandra Holmes (Administrative Manager / Charity Secretary) a reasonable time to deal with the matter, and
- recognise that in some circumstances may be beyond the control of HIOWT.
- any formal complaint should be brought, in writing, to the attention of Lois Nash (Chair), normally within 8 weeks of the issue arising

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.

Policy adopted on: 1st May 2023
Policy reviewed on: 10th May 2024 (RC)
Date of next review: 10th May 2027



Name – Lois Nash

Role – Chair

Date – 01/05/2023

Approved Version History

| Ser | Version | Date | Responsible | Role |
|-----|---------|------------|----------------|---------|
| 1 | 1.0 | 01/05/2023 | Lois Nash | Chair |
| 2 | 1.1 | 10/05/2024 | Richard Cutler | Manager |
| | | | | |
| | | | | |