



WEST END LAWN TENNIS CLUB

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COMPLAINT HANDLING PROCEDURES

RATIONALE

West End Lawn Tennis club is committed to providing a friendly, positive and safe sporting and social environment for its members. The Club Management Committee therefore aims to:

- 1) Retain employees and contracted staff that are committed to achieving a high professional standard in their work, and in their interaction with peers and members of the club.*
- 2) Ensure club members uphold a high standard of behaviour on a tennis court, within the club's premises and whenever representing the club.*

OBJECTIVES

Follow a fair and proper process in handling a complaint; consider the complaint seeking information from both parties thereby ensuring a fair hearing.

The Club understands that each party involved has the right to be heard. Provide clear instructions to staff and members so they are aware of the procedures that will be taken if a complaint is received about a staff member, contractor or member.

PROCEDURES

- 1) Confirmation and Acknowledgement of Complaint*
A complaint must be formalized in writing and sent to either the Club President or Secretary
 - a. The President or secretary will acknowledge the complaint within 24 hours and confirm the process by which the complaint will be handled. All communication to be noted.*
 - b. The member or staff mentioned in the complaint will be contacted by the President and notified of the complaint, which will also be noted.*
 - c. Junior/Intermediate Member*
If a Junior/Intermediate member is involved in a complaint of a serious nature e.g. unlawful behaviour, the child's parents will be contacted directly and then the standard procedures for handling a complaint will be followed.
If a Junior/intermediate member is involved in a minor problem e.g. swearing around the club, but a pattern of undesirable behaviour is developing, the child's parents will be contacted directly and the standard procedures for handling a complaint will be followed.

2) Consideration of Complaint

- a. The President and one other committee member will meet with each party independently and consider each side of the story. Notice of no less than 24 hours will be given.*
- b. Collect all data existing on the complaint*
- c. Clarify matters relating to consideration stage. This may involve the two parties meeting with the President or an independent mediator, depending of the serious nature or complexity of the complaint*
- d. All discussions and meetings must be documented via minutes throughout this process and held on the Club's central file and maintained by the Club secretary.*

3) Decisions and Actions to be taken following consideration of the complaint.
The serious nature of the complaint will determine the action taken and where vandalism, theft or unlawful behaviour is involved the club reserves the right to immediately terminate a club membership. Regarding an employee or contractor the Club will follow the dismissal procedures in the employment or contract agreement.

- a. Club Employee or Contractor*
If the complaint is substantiated a written warning will be given and noted on file. The employee or contractor will be given a specific time to remedy their behaviour. A performance review will revisit any noted behaviour on file. Three written warnings will lead to dismissal or termination of contract
- b. Club Member*
If the complaint is substantiated a written warning will be given and noted on file. The member will be given a specific time to remedy their behaviour. Three written warnings will lead to termination of the membership.

4) Issues resulting from Complaint

- a. The club management committee will review all policies/procedures surrounding the nature of the complaint and set in practice new procedures to avoid reoccurring complaints*
- b. Breaches by any other employee, contractor or member discovered during consider of the complaint will be followed up and dealt with appropriately*