

# **OAKLEIGH PARK LAWN TENNIS AND SQUASH CLUB (OPLTSC) COMPLAINTS PROCEDURE**

In the event that any member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the club policies or code of conduct have been broken they should follow the procedures below.

1. The complainant should report the matter in writing to the Club Manager or Committee Secretary within 28 days following the alleged incident. The report 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 (provide that those people consent to their names being disclosed.
  - (e) Details of any former complaints made about the incident including the date and to whom such complaint was made
  - (f) An indication as to the desired outcome

In most cases following a complaint, it will be the aim to resolve matters informally and to come to a resolution for all concerned.

If a resolution is not possible, the clubs Disciplinary Procedure will be followed.

## **Related Policies and Procedures**

- OPLTSC Disciplinary Procedures
- OPLTSC User Etiquette
- OPLTSC Use of Changing Room Facilities
- OPLTSC Safeguarding Policy
- OPLTSC Safe Recruitment Policy
- OPLTSC Anti-Bullying Policy
- OPLTSC Online Safety & Communication Policy
- OPLTSC Safeguarding at Events, Activities & Competitions (when in use)