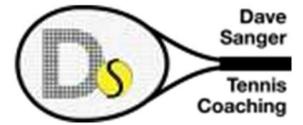




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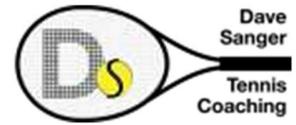
Southbourne Tennis Club and Dave Sanger Tennis Coaching Ltd

Complaints Procedure

Issue Date: November 2025

Review Date: November 2027

Owner: Southbourne Tennis Club Committee & Dave Sanger



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1. Purpose

Southbourne Tennis Club (STC) and Dave Sanger Tennis Coaching Ltd (DSTC) are committed to providing a safe, welcoming, and inclusive environment for all members, players, parents, visitors, and staff. This procedure explains how to raise concerns or complaints and how they will be managed fairly, confidentially, and in line with LTA policies and safeguarding standards. It applies to all individuals connected with the Club and Coaching Team, including members, parents, guardians, coaches, volunteers, officials, and visitors.

2. Principles

STC and DSTC will:

- Treat all complaints seriously, fairly, and promptly.
- Keep all complaints confidential, sharing information only when necessary for investigation or safeguarding.
- Ensure no person is victimised for raising a genuine concern.
- Handle complaints in line with LTA guidance, ensuring due process and natural justice.
- Seek informal resolution where possible, while ensuring serious or safeguarding-related issues are escalated appropriately.

3. Scope

This procedure covers complaints about:

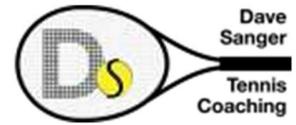
- Behaviour of members, players, coaches, or volunteers
- Breaches of club or coaching policies or codes of conduct
- Discrimination, bullying, or harassment
- Poor practice or unsafe conduct on or off court
- Concerns about how the club or coaching programme is being run

Safeguarding or welfare concerns about children or adults at risk must always be referred immediately to the Club Welfare Officer (see section 6).

4. How to Raise a Complaint

Stage 1 – Informal Resolution

Where possible, the club and coaching team encourage complaints to be resolved informally and quickly. Raise the issue directly with the person involved, a Committee member, the Head Coach, or the Club Welfare Officer. If appropriate, the matter may be discussed informally and resolved by mutual agreement. If the issue cannot be resolved informally or is serious, proceed to a formal complaint.



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Stage 2 – Formal Complaint

A formal complaint should be made in writing (email or letter) within 28 days of the incident or concern arising. The complaint should include:

- Name and contact details of the complainant
- Details of what happened, including dates and names of those involved
- Any supporting evidence

Send to:

Club Chair – Richard Henshaw (email: Henshawplanning@outlook.com | Tel: 07941 061650)

or

Head Coach – Dave Sanger (email: davesanger@gmail.com | Tel: 07812 676761)

or

Club Welfare Officer – Celia Barron (email: celiabarron@yahoo.com | Tel: 07772 723207)

The Chair, Head Coach (or Welfare Officer if appropriate) will:

- Acknowledge receipt within 7 days
- Nominate an impartial committee member (or subcommittee) to investigate
- Seek statements from all relevant parties
- Aim to resolve and respond within 21 days

Stage 3 – Appeal

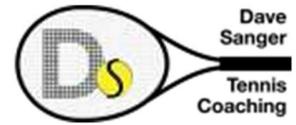
If the complainant is not satisfied with the outcome, they may submit an appeal in writing to the Club Chair within 14 days of the outcome. The appeal will be reviewed by a separate committee panel not involved in the original investigation. The panel's decision will be communicated in writing and will be final within the club's process.

If the complaint involves safeguarding, discrimination, or serious misconduct, the club or coaching provider may refer the matter to the LTA Safe and Inclusive Tennis Team or Disciplinary Team.

5. Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- Mediation or apology
- Warning or advice to the individual concerned
- Suspension or termination of membership or coaching relationship
- Referral to the LTA or external authorities
- Recommendations to improve club or coaching practice or policy



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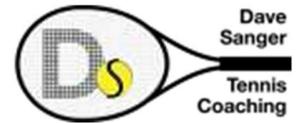
6. Safeguarding Concerns

If a complaint involves the welfare of a child or adult at risk, it must be reported immediately as per the following **Concern Reporting Protocol**:

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:

Respond	Listen carefully to what the person is telling you. Do not interrupt; keep questions to a minimum; do not promise to keep the information secret.	
		
Refer	<p>Is someone in immediate danger? YES Call the police (999) THEN</p>	<p>NO Talk to the club's Welfare Officer in confidence: Celia Barron 07772 723207, celiabarron@yahoo.com Talk to the LTA Safe and Inclusive Tennis Team 020 8487 7000) as soon as possible [Mon-Fri, 9am-5pm]. If the Safe and Inclusive Tennis Team is unavailable and you want advice before the next working day, call the NSPCC (0808 800 5000) if your concerns are about a child. If you are a child or young person you can also contact Childline (0800 1111). If your concern is about an adult, ask them for details of your Local Authority Adult Social Care Services. Hate crime can alternatively be reported through True Vision at www.report-it.org.uk</p>
		
Record	<p>Write an objective account of your concerns immediately using the Reporting a Concern Form found on the LTA website Safe and Inclusive Tennis page. If you have any problems completing the form or are unsure of whether to report something, you can contact us at safeguarding@lta.org.uk. Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safe and Inclusive Tennis Team by phone 020 8487 7000 or email safeandinclusive@lta.org.uk.</p>	

(See appendix A for more details on what to do if a disclosure from a child or adult at risk is made to you)



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7. Record Keeping

The Welfare Officer, Head Coach or Chair will:

- Keep written records of complaints and outcomes securely for at least three years
- Report anonymised summaries to the Committee and Coaching Team to identify trends or areas for improvement, such summaries are to be stored securely in the STC shared drive.

8. Escalation to the LTA

If the complainant believes the club or coaching provider has not dealt with a matter fairly, or the complaint involves the leadership of either organisation, they may escalate it directly to:

LTA Safe and Inclusive Tennis Team

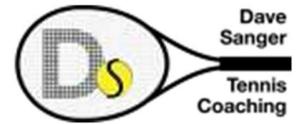
Email: safeandinclusive@lta.org.uk

Phone: 020 8487 7000 (Mon–Fri, 9am–5pm)

Website: <https://www.lta.org.uk/about-us/safeguarding/>

9. Review

This procedure will be reviewed every two years or sooner if required by changes in LTA policy, safeguarding guidance, or organisational structure.



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Appendix A:

What to do if a disclosure of potential abuse from a child or adult is made to you.

1. Reassure the child/adult that they are right to report the behaviour.
2. Listen carefully and calmly to them.
3. Keep questions to a minimum - and never ask leading questions.
4. Do not promise secrecy. Inform them that you must report your conversation to the LTA Safe and Inclusive Tennis Team (and the police in an emergency) because we need to make sure they are safe.
5. REPORT IT! If someone is in immediate danger, call the police (999), otherwise talk to the LTA Safe and Inclusive Tennis Team as soon as possible. Once reported, the Team will work with you to ensure the safety and well-being of the child/adult.
6. Do not permit personal doubt to prevent you from reporting the concern/disclosure.
7. Write an objective account of your concerns immediately using the [Reporting a Concern](#) Form found on the LTA website Safe and Inclusive Tennis page. If you have any problems completing the form or are unsure of whether to report something, you can contact us at safeguarding@lta.org.uk. Make certain you distinguish between what the person has actually said and the inferences you may have made.