

## THURROCK LAWN TENNIS CLUB COMPLAINTS AND APPEALS PROCESS

Please see below Thurrock Lawn Tennis Club complaints and appeals process.

- All complaints or appeals must be made in writing, including all relevant information and addressed to either the Club Secretary or Chairman so they can be brought before the committee
- The Club secretary or Chairman will initially review the original complaint and will ensure the complaint is handled by independent person from committee team or external mediator in a timely manner
- All parties will be fairly heard in the process
- The review will be objective and easily accessible to all parties
- A party may bring a companion to any relevant meetings to resolve a situation
- Once a decision has been made following the review process the parties will be informed in writing within 10 days
- An appeal may be made 14 days of being notified of the first decision if new evidence is provided or due to any process not being followed
- Any appeal will be reviewed by someone who is independent from the original incident and complaint process. This may be another committee member or external person.
- Once a decision has been made following the review of the appeal process the parties will be informed in writing within 10 days. The decision will be final.