

Complaints Procedure

RTC are committed to providing the best possible service. However, there may be times when that has not been achieved and the following complaints and procedures/policy applies to all members whatever their age.

- All members and participants should have the right to complain and be listened if they are not happy about something we have done.
- We undertake to ensure that all complaints are taken seriously and dealt with fairly and confidentially.
- We will endeavour to quickly and informally resolve complaints through discussion with the members, parents of members and members of staff as appropriate

A complaint must be made within 14 days of the alleged incident (except where exceptional circumstances are proved to the satisfaction of the relevant Hearings Committee). It must be in writing. It must refer specifically to an incident(s) and it must specify the Rule (see definition below) allegedly broken. If a parent/guardian is not satisfied with any aspect of the club, they should first of all, seek to resolve the issue informally by:

- Discussion with the coach or committee member
- If their issue is unresolved or reoccurs, they should put their complaint in writing to the Chairperson.
- The Chairperson will then nominate a committee member to meet with the parents and manager/leader (or other involved staff as appropriate) to try and resolve the issue at minimum by the next working week.
- Written records of discussion and agreements made, will be kept of this meeting and copies made available to parents, manager/leader, or other involved staff (as appropriate). If the issue remains unresolved, it may be necessary to form a Hearings Committee to mediate the complaint.
- The 'Hearings Committee' shall deal with all Complaints, Disciplinary Action and Objections as these are defined in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures.
- A Disciplinary Action may be initiated by a Leader or Official (as defined in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures) or by the Chairperson of the Hearings Committee.
- An Objection can be made by a Participant by submitting in writing details of the fixture, time of completion and the grounds for objection. It must be submitted on the official Objection Form within 30 minutes of completion of the fixture being objected to.
- The decision of the Organisation Hearings Committee can be appealed to the relevant provincial Branch Hearings Committee. An appeal must be made in writing within 5 days of receipt of the written decision of the Organisation Hearings Committee. It must state the date of the decision being appealed, the aspects of the decision being appealed and the grounds of appeal. It should include all relevant documentation.

DEFINITIONS (extracts from the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures)

Complaint: means any written complaint made against any Participants, Individual Associate, Member, or Branch or Tennis Ireland or any subcommittee therein within the meaning of clause 3.2 of the Procedures

Disciplinary Action: means the steps undertaken in initiating, investigating, prosecuting and administering disciplinary misconduct by a Participant, Individual Associate, Member, Branch and Tennis Ireland.

Hearings Committee means the Member, Branch or Tennis Ireland hearings committee appointed by the executive committee or boards to administer and hear Complaints, Objections or Disciplinary Actions.

Leader means the coach, manager and/or team leader that has responsibility for Participants at a particular Event.

Objection means any objection to the result of a fixture at an Event on the grounds of eligibility.

Official means any person who referees, umpires or officiates at an Event.

Participant means any athlete or assistant such as a doctor, physiotherapist, parent, coach, trainer, mentor, psychologist, manager, advisor, agent or representative that accompanies an athlete to an Event

The "Rules" referred to above include the following:

- Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures
- Memorandum and Articles of Association of Tennis Ireland
- The Rules of Tennis
- Regulations for the Conduct of Official Tournaments

IMPORTANT NOTE: The details of the procedures to be followed in regard to all Complaints, Disciplinary Action and Objections can be found in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures – it is strongly recommended that all members familiarise themselves with that document before initiating any of the above actions.