



Andover Lawn Tennis Club

# **Complaints and Appeal Policy**

**Andover Lawn Tennis Club Limited**

*(May 2022)*

## Complaints and Appeal Policy

All members are free to make complaints on any aspect of Andover Lawn Tennis Club Limited, its management and its members.

We will ensure that complaints are listened to carefully, and that members are treated with respect, fairness and confidentiality when making a complaint. The following procedure should be followed:

- Complaints by Members should be made in writing to Mrs Tina Moon (Director - Club Admin Management and Membership) – *see below for correspondence address*.
- It will be reviewed in confidence by Mrs Tina Moon and Mr Jonathan Lee (Director and Treasurer) in the first instance.
- If either of those individuals are the subject of the complaint, then another Club Director will review the complaint.

We will endeavor to address all complaints within 14 days, and we will reply in writing.

If you are unhappy with the response from the review, then you should appeal in writing. We will then appoint a 'Chairman' to conduct the appeal.

All complaints and their outcomes will be reported to the General Committee, but will not be recorded in any minutes which are made public to the wider membership.

### Correspondence address:

#### **Strictly private and confidential**

Mrs Tina Moon  
Andover Lawn Tennis Club Limited  
Era Park  
Balksbury Hill  
Upper Clatford  
Andover  
Hampshire  
SP11 7LW

Or via [info@altc.net](mailto:info@altc.net)