

St Mary's Tennis Club

Feedback Policy: Comments, Complaints and Suggestions

St Mary's Tennis Club strives to go the extra mile so that it is run efficiently and to a high standard at all times, by and for its members. It values hearing about what it is doing well and areas where it can improve.

Comments and suggestions

From time to time, it will invite responses to a questionnaire, as well as talk to or invite responses from different individuals and groups in the club. People are also very welcome to approach individual members of the committee, whose names are available on the pavilion noticeboard and club literature. There are also more formal opportunities for feedback provided at the AGM

Complaints

The Tennis Club takes complaints about conduct and behaviour very seriously and works in line with the LTA's guidelines and its own constitution

Members should always report concerns or complaints to the Secretary or Chair, who will take reasonable steps to conduct a thorough investigation. It is important to recognise that whilst it aims to resolve all complaints, in some situations it may decide it cannot investigate or take further action. It understands that often the best way to resolve problems is by talking to the people involved.