



BTTC Complaints Procedure

Overview

If you are dissatisfied with the service that Brighton Table Tennis Club has provided, or you feel we have treated you unfairly you may wish to make a complaint. This document sets out Brighton Table Tennis Club's complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

Guiding principle

We are committed to resolving complaints effectively and without undue delay. We will try to resolve complaints informally but if we can't, we provide a clear escalation route that is fair and impartial. If we have got something wrong we will apologise and take prompt action to put the matter right. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us because of your complaint. We will respect your privacy and ensure that your complaint is treated confidentially.

Complaints we can help with

You can ask us to consider a complaint:

- if you feel we have treated you/your child unfairly
- if you feel we have provided poor customer service
- if you feel we have failed to properly follow one of our procedures or policies (mismanagement)

Complaints we can't help with

We will not be able to consider your complaint:

- If you wish to make it anonymously
- If you wish to disagree with one of BTTC's policies
- If you wish to disagree with wider governmental policy

Please bear in mind that you are not able to raise a complaint simply because you disagree with any of our organisational decisions, only if you feel that mismanagement has taken place.

Complaints

General information

- Complaints can be made in writing or, depending on the nature of your complaint, verbally
- We ask you to set out the reasons for your dissatisfaction clearly, provide copies of any background information you consider relevant and outline any action you think we could take to resolve the matter
- Complaints should be made within 90 days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 90 days if there has been an understandable reason for the delay
- If you make a complaint we will ask you to provide your name and contact details; we will only use this information for the purposes of handling your complaint and will not disclose it to anyone else
- We may need to contact other parties (without disclosing your identity) to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time
- We will acknowledge your complaint within three working days and provide you with contact details for the member of staff looking into the matter
- We will aim to provide a response as quickly as possible within twenty working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response.

Complaints about our actions

If you decide to raise a complaint about:

- our customer service or the way we have treated you/your child
- our failure to properly follow one of our procedures or policies
- our failure to reach a decision properly

The following information sets out how we will handle your complaint and explains how we will provide you with a satisfactory response.

Informal complaint

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. If you are dissatisfied with a service we have provided or any other

aspect of our contact with you/your child, you should initially contact the member of staff in question and ask them to help you to resolve the matter.

That member of staff will work with you to understand why you are dissatisfied and, if possible, act to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases, you should contact the Assistant Director, Mr Pedro Santos in the first instance.

Formal complaint

If you remain dissatisfied after your informal complaint discussion with a staff member you should put your complaint in writing and send it to Mr Tim Holtam, the Founder Director.

He will look into your complaint personally. He will review the facts and consider any information you have provided us with. At the end of your formal complaint Mr Holtam will write to you to tell you the outcome and explain any action we propose to take.

Appeal

If your complaint is still not resolved, then you can ask our Trustee Board to investigate the matter.

The Trustee Board will review the facts, consider any information you have provided us with and review our prior handling of your complaint.

After considering your appeal the Trustee Board will write to you to tell you the outcome and explain any action that we propose to take.

What we expect from you

We understand that if you have a complaint you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character. But, we expect you to be polite and courteous to our staff and we will not tolerate aggressive or abusive behaviour.

Unreasonable complaints

In most cases complaints can be dealt with quickly and simply. However, in a few cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to act to protect our staff where this is the case.

Unreasonable complaints are those that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand, or place unwarranted demands on staff time.

Unreasonable complaints may be:

- justified grievances pursued in inappropriate ways
- complaints which appear to have no substance
- complaints which have already been fully investigated or responded to

The decision to apply measures to manage unreasonable complaints will be taken by our Trustee Board. The complainant will be informed of the measures in writing.

If the Trustees deem a complaint unreasonable we will take action which may include:

- Refusing to consider further, additional complaints about a matter currently under consideration
- Placing limits on telephone conversations or personal contact – for example by limiting telephone contact to one named member of staff
- By limiting the methods of contact available to the complainant – for example by limiting contact to written means only
- By refusing to consider matters that have already been comprehensively dealt with

Please see the appendix at the end of this document with further details information on what BTTC considers to be an unreasonable complaint

Other sources of information and help if you need help making a complaint or raising a concern:

1. The Citizens Advice Bureau

The Citizens Advice Bureau is available to provide free, independent and confidential advice. The Citizens Advice Bureau may also be able to help with membership and employment issues as well as contractual disputes with sports organisations.

Contact details for your local Citizen's Advice Bureau can be found on their website:
www.citizensadvice.org.uk

2. Advisory, Conciliation and Arbitration Service (ACAS)

You may wish to contact ACAS for help and advice on resolving a workplace dispute with a sports organisation. Phone: 0300 123 1100 Web: www.acas.org.uk

3. Sport Resolutions

Sport Resolutions is the independent dispute resolution service for sport in the United Kingdom and can be contacted at:

1 Salisbury Square

London

EC4Y 8AE

Phone: 020 7036 1966

Web: www.sportresolutions.co.uk

Appendix

Examples of unreasonable complaints and actions

Here are some examples of the actions and behaviours that may lead Brighton Table Tennis Club to deem a complaint unreasonable:

- Refusing to specify the grounds of a complaint, despite offers of assistance from staff
- Refusing to cooperate with the complaints procedure while still wishing the complaint to be resolved
- Refusing to accept that some issues are not within the remit of our complaints procedure despite having been provided with the information
- Changing the basis of the complaint while the procedure is in process
- Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
- Adopting a 'scattergun approach': repeatedly contacting different members of staff with different information and/or questions, or pursuing a complaint simultaneously with several different public bodies
- Submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision