



Dunboyne Tennis Club

Old Kilbride Road, Clonee, Co. Meath.

Tel: 085 1537466 Email: dunboynetennisclub.com

Club Complaints Policy & Procedure

Dunboyne Tennis Club undertakes to ensure all complaints are taken seriously and dealt with fairly and confidentially. We will endeavour to quickly and informally resolve complaints through discussion with parents/guardians and members as appropriate.

A complaint must refer specifically to an incident(s) and must specify the Rule (*see definition below*) allegedly broken and contained in one or more of the following:

- Tennis Ireland's *Complaints, Objections & Disciplinary Rules and Procedures*;
- *Memorandum and Articles of Association of Tennis Ireland*;
- Tennis Ireland's *Safeguarding Guidance for Children and Young People in Tennis*;
- *The Rules of Tennis*;
- *Regulations for the Conduct of Official Tennis Ireland Tournament*.

Complaints will in the first instance be addressed directly by the Committee, however, should a resolution not be possible a formal complaint can be submitted in writing to the Club Secretary.

On receipt of a complaint the following actions shall be taken:

1. The Committee shall appoint a club Hearings Committee.
2. The Hearings Committee shall consist of 5 Club members who shall be 18 years or over.
3. The Children's Officers of the club shall not be members of the Hearings Committee.
4. A club member shall serve on the Hearings Committee for no more than 4 years.
5. The Hearings Committee shall appoint a Chairperson to chair its meetings.
6. The Hearings Committee shall follow the Tennis Ireland's *Complaints, Objections & Disciplinary Rules and Procedures* in dealing with issues brought to it.
7. The Hearings Committee shall deal with all Complaints, Disciplinary Action and Objections as these are defined Tennis Ireland's *Complaints, Objections & Disciplinary Rules and Procedures*.

A Complaint must be made within 14 days of the date of the alleged incident (save where exceptional circumstances are proven to the satisfaction of the relevant Hearings Committee). It must be in writing. And again, the complaint must refer specifically to an incident(s) and it must specify the Rule (*see definition below*) allegedly broken.



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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 a Club Committee member or coach
- If the issue is unresolved or reoccurs, they should put their complaint in writing to the Club Chairperson
- The Chairperson will then nominate a committee member to meet with the parents and manager/leader (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 refer the matter to the 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.

The decision of the club 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 club 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 and be accompanied by a fee of €10.00 (refundable in the event of a successful appeal).

Definitions

The following definitions are extracts from Tennis Ireland's *Complaints, Objections & Disciplinary Rules and Procedures* document

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.



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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

Rules

The “Rules” referred to above include the following:

- *Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures*
- *Memorandum and Articles of Association of Tennis Ireland*
- *Tennis Ireland Guidelines for safeguarding children*
- *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’s *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.