



Complaints Procedure June 2017

1) How to complain

Britannia Table Tennis Club ("the club") will accept complaints from club members, visiting players, spectators and relatives, neighbours of the Dome or any other relevant party, where there is a genuine grievance.

You can contact the club in several ways, as detailed on our website and the notice of committee members in the Dome lobby, but if the matter is concerning Child Protection or potentially criminal, please be aware that we may escalate it to a relevant authority who you can also contact:

- Table Tennis England ("TTE"): Judy Rogers, Child Protection Manager (07507 860034)
- Local Authority: R Everett / D Campbell (0300 123 2044) LADOCentral@suffolk.gcsx.gov.uk
- Police non-urgent call line: dial 101

Every effort will be made by the club to establish urgency, investigating and acting promptly, informing the complainant and other relevant parties of progress and actions.

2) Serious complaints

To investigate properly we will need the complaint in writing, as it may need to be shared with necessary others, without misunderstandings. If we receive a serious complaint verbally we will put it in writing with you and agree the wording before we investigate. If committee members witness the event this is not likely to be necessary.

Our policy is that the Chair and one other suitable committee member jointly investigate, so it will help if you can provide relevant information, such as:

- what happened
- when and where
- was anyone else present, if so who
- any other information at all that might be relevant

It is very difficult to accept or investigate anonymous complaints as the complainant is usually the key witness.

3) Child Protection

Any complaint on this matter will be taken seriously with confidentiality being very important. It is likely that the investigation will be conducted by the Chair in conjunction with the Safeguarding Officer or Deputy Officer both of whom have been appropriately trained. It is also likely that TTE or the Local Authority will be consulted by the club as they will have up to date knowledge and experience. In the event of a clear or reasonably likely threat of re-occurrence,

the matter will be escalated to the appropriate Local Authority or Police at the earliest possible stage. Any complaint alleging criminal activity is likely to be treated in a similar way.

4) Non-serious complaints

These may be minor problems that can be cleared up at the time, such as defects in equipment or disputes between two people present at the time. A fair and immediate solution will be sought at all times.

5) General Procedures

The investigation cannot involve any committee member with a conflict of interests. The investigation will:

- limit discussions to as few people as possible, in the interests of confidentiality
- obtain expert advice if necessary
- treat all people concerned in the incident fairly and equally

6) The Committee have the power to:

- issue verbal or written warnings to club members as to future conduct
- suspend members for a defined period of time, either entirely or for specific formats e.g. competition play
- remove or expel members from the club
- refer the results of investigations to IDTTL, TTE or civil authorities as appropriate

It is also possible that a complaint may be deemed unfounded, in which case it will be dismissed.

7) Comments

It is recognised that complaints can arise from non-members, and that the alleged perpetrators may also be non-members, against whom the club may have no automatic sanction. The club will rely on the judgement and actions of the persons investigating to achieve the best outcome for all parties, including the club, in these cases.

Procedure adopted by BTTC Committee July 2017

signed Club Chair *Anto Tomas* Date *5/7/17*