

Tenterden Town Council

Tennis Courts - Complaints and Appeals Policy



In the event that any tennis court user feels that he or she has suffered discrimination in any way or that the council's policies, rules or code of conduct have been broken they should follow the procedures below.

They should report the matter to the Town Clerk, or another member of the Town Council staff.

The report should include:

1. Details of what, when and where the occurrence took place;
2. Any information on witnesses present;
3. Names of any others who have been treated in a similar way;
4. Details of any former complaints made about the incident, date, when and to whom made.

The council shall appoint an investigating officer whose role is to gather evidence and present such evidence to the Internal committee along with a recommendation to resolve the matter. The Internal committee may adapt, reject, or accept such recommendation.

The committee shall also appoint 3 committee members to rule on the complaint's outcome, this shall be called the 'Complaint Committee' and be temporary for the purpose of the current complaint only.

The Complaint committee will sit for hearings that are requested within 10 days from the evidence and recommendation being submitted, with the outcome of the hearing being communicated back to the member(s) within 14 days.

The Council's Complaint committee will have the power as outlined in the Council's code of conduct or other council policy to:

1. Warn as to future conduct
2. Suspend from use of the tennis courts

any person found to be in breach of the council's policies or codes of conduct.

If the nature of the complaint is with regard to the council's management committee or other body or group in the council, the visitor has the right to report the discrimination directly to the relevant County Association.