



## **PORTISHEAD TABLE TENNIS CLUB**

### **CLUB COMPLAINTS PROCEDURE**

In the event that any member feels that they have suffered discrimination in any way or that the Portishead TTC Policies, Rules or Codes of Conduct have been broken they should follow the procedures below:

1. If the matter is a safeguarding or child protection issue or involves anyone aged under 18 years it should be reported to the club welfare officer (Steve Pratt) or Table Tennis England's Safeguarding Manager (Judy Rogers on 07507860034). Safeguarding incident report forms can be found in the box at the clubhouse or downloaded from the Portishead TTC website.
2. For all other complaints the matter should be referred to the club secretary or other appropriate officer. The report should include:
  - i) Details of the incident
  - ii) The date and time the incident occurred
  - iii) Names of any witnesses or people present at the time of the incident
  - iv) Statements from any witnesses
3. The club secretary or other appropriate officer will refer the information either to the club management committee or to the club/league disciplinary panel if in place. The designated committee will:
  - i) Treat every report as confidential
  - ii) Not discuss any matters with anyone outside of the committee other than to request expert advice
  - iii) Declare immediately if they have a conflict of interest
  - iv) Treat each reported incident fairly and equitably
4. The club management committee will have the power to:
  - i) Issue a verbal warning as to future conduct
  - ii) Issue a written warning as to future conduct
  - iii) Suspend from activities or membership for a period of time
  - iv) Remove/expel from the club/league