

# Ballinlough Tennis Club

## Club Complaints Procedure.

*(Based on the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures document)*

1. The General Committee shall appoint a club Hearings Committee at its first meeting.
2. The Hearings Committee shall consist of 5 members of the club 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 all its meetings.
6. The Hearings Committee shall follow the **Tennis Ireland 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 in the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures.
8. **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 completed on the official Complaint Form\*. It must refer specifically to an incident(s) and it must specify the Rule (*see definition below*) allegedly broken. The Complaint must be submitted to the Hearings Committee and be accompanied by a fee of € 30.00.
9. **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.
10. **An Objection** can be made by a Participant by submitting in writing details of the Fixture, time of completion and the grounds for objection. It must be submitted on the official Objection Form within 30 minutes of completion of the fixture being objected to and be accompanied by a fee of € 10.00.
11. 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 € 500.00 (refundable in the event of a successful appeal).

- **DEFINITIONS** (extracts from the Tennis Ireland Complaints, Objections & Disciplinary Rules and Procedures)

**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.

**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, physio, parent, coach, trainer, mentor, psychologist, manager, advisor, agent or representative that accompanies an athlete to an Event

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 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.