

## Loughborough University National Tennis Academy Complaints Procedure

### **Purpose**

The purpose of this Loughborough University National Tennis Academy (LUNTA) complaints procedure is to set out procedures which enable the University to address LUNTA athletes' complaints promptly and fairly.

### **Informal Procedure**

- 1) Complaints should normally be raised at the earliest opportunity and in the first instance with the member of staff most closely involved with the matter of concern. The aim will be to resolve the complaint quickly and informally to the satisfaction of all parties.
- 2) If attempts at informal resolution are not successful to the LUNTA athlete's satisfaction, the complaint should be raised with the National Academy Head Coach or National Academy Manager.

### **Formal Procedure**

If the athlete remains dissatisfied, or if the complaint directly concerns the National Academy Head Coach or National Academy Manager, the athlete has the right to request that the complaint be reviewed outside the LUNTA team.

The complaint should be made in writing to the Loughborough Sport Performance and Development Director at the earliest opportunity and normally within three months of the last event of concern to which it refers. To assist with speedy consideration of the complaint, athletes should seek to provide the following at the outset if possible:

- a) A clear statement of the nature of the complaint
- b) Independent evidence supporting the case
- c) An indication of the action being sought from the University

Where the complaint concerns the LUNTA, the Loughborough Sport Performance and Development Director may refer this to the Executive Director of Sport. Complaints concerning the Sports Development Centre (SDC) shall be referred to the Chief Operating Officer. Should a complaint relate to both the LUNTA and SDC, the Loughborough Sport Performance and Development Director may ask the Executive Director of Sport and Chief Operating Officer to consider the complaint together.

The Loughborough Sport Performance and Development Director, Executive Director of Sport and/or Chief Operating Officer shall consider the matter at the earliest opportunity and may undertake an initial investigation. He/she shall normally respond to the athlete with one of the following decisions within 15 working days:

- (a)** Dismissal of the complaint as unfounded
- (b)** Determination that the complaint is trivial and that no further action be taken
- (c)** Proposal of a resolution to the complaint. The proposal shall indicate whether this offer is final or whether he/she is willing to undertake a further investigation as provided for under paragraph (d) below should the athlete be unwilling to accept the proposed resolution.
- (d)** Determination that the matter be investigated further within the next 30 working days if possible. At the conclusion of the investigation the Performance and Development Director, Executive Director of Sport or Chief Operating Officer shall:
  - **(i)** propose a resolution to the complaint

In the case of (d) (i) above, the Loughborough Sport Performance and Development Director, Executive Director of Sport or Chief Operating Officer shall indicate whether the offer is final or whether he/she is willing to refer the matter to an independent complaints committee should the athlete be unwilling to accept the proposed resolution.

The Loughborough Sport Performance and Development Director, Executive Director of Sport or Chief Operating Officer shall notify the athlete of his/her decision and the reasons for it in writing. The decision shall be final.