

Derbyshire Tennis Association Complaints and Appeals Process

1. How to lodge a complaint/appeal?

A complaint or appeal should be made in writing to:

The DTA Chairperson
James Grindell
Derbyshire Tennis Centre
Ashe Place
Off Vincent Street
Derby DE23 8BF

2. Who will investigate a complaint?

The Chairperson of the DTA will decide who should investigate the complaint. This should be someone who has not been involved in the original complaint.

3. How will all parties will be fairly heard?

The Chairperson should consider where and how any complaint or appeal should be heard and by who, (for example by a member of the DTA Management Committee), and whether the person making the complaint or appeal requires support and who this should be.

4. How long after a decision can an appeal be made?

An appeal should be made not more than 14 days after notification of the original decision regarding a complaint or appeal.

5. What are the criteria for an appeal?

This may be as a result of new evidence or due process or procedure not being followed.

6. Who will investigate a complaint or appeal?

The Chairperson will appoint someone either from the DTA Management Committee who is independent from the original incident or complaint process and therefore able to be objective.

7. How will I know the outcome?

Notification of any decision will be provided in writing within 10 days of the meeting.

Derbyshire Tennis Association
December 2018