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## Detail:

### 1. INTRODUCTION

This policy should be read in conjunction with the Table Tennis England's Customer Charter which sets our intentions for the service that we provide.

### 2. THE PURPOSE OF THE POLICY

This policy sets out how Table Tennis England will handle comments and complaints specifically relating to areas managed by Table Tennis England.

### 3. YOUR COMMENTS AND FEEDBACK

We are always looking for ways to improve the services that we offer and also to identify areas where we are doing well. Feedback and comments about our services are always welcome. If you have feedback or comments that you wish us to consider we would encourage you to send it directly to the relevant staff and/or [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk). We will acknowledge your email but may not formerly respond to all dependent on the nature of the comment or feedback.

#### 4. YOUR COMPLAINTS

We hope you will be fully satisfied with the service you receive from Table Tennis England, but if you have a specific complaint about our service, we want to hear from you. We will take your complaint seriously and will address it and respond to it as quickly as possible given the resources we have. Only by listening to our customers can we hope to improve our overall levels of service.

#### 5. THE DEFINITION OF A COMPLAINT

*A complaint is...*

"An expression of dissatisfaction about Table Tennis England's action, or lack of action, or about the standard of a service, whether the action taken, or the service provided by a Table Tennis England staff member, a volunteer acting on behalf of Table Tennis England, or a body or organisation acting on behalf of Table Tennis England".

*A complaint is not...*

An initial request for a service to be delivered within a published timescale, except where the consequential actions of Table Tennis England mean the definition of complaint, as defined above, are met.

Complaints we may not be able to help with

Generally, speaking we will not be able to consider your complaint:

- If you wish to make it anonymously and there is no other evidence to substantiate the complaint
- If you wish to disagree with one of our published policies
- If you wish to disagree with Home Country Association policies
- If you wish to disagree with wider government policy
- If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures
- If you wish to disagree with an officiating decision

You are at any time welcome to provide feedback on these matters which will be dealt with as in Section 3.

#### 6. WHO CAN MAKE A COMPLAINT?

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about, or to, Table Tennis England.

#### 7. HOW TO SEND YOUR COMPLAINT

You can send us your complaints on our service, which we will deal with confidentially, by telephone, online or in writing. Complaints should be made within 30 days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 30 days if there has been an understandable reason for the delay

## 7.1 INFORMAL COMPLAINTS

### *By telephone*

Please call 01908208860 and speak to a member of the Customer Services team.

### *In writing*

Please email us, contacting the member of staff or volunteer in question and ask them to help you to resolve the matter. If you are unsure which member of staff or volunteer to contact, please email [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk) or write to:

Table Tennis England Head Office, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA

## 7.2 FORMAL COMPLAINTS

### *In writing*

Please email us, contacting the member of staff or volunteer in question and ask them to help you to resolve the matter. If you are unsure which member of staff or volunteer to contact, please email [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk) or write to:

Table Tennis England Head Office, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA

## 8. WHAT WE NEED TO KNOW

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with
- A clear description of the complaint and what you would like us to do to sort things out
- Details of any relevant membership number, license numbers and/or other reference numbers relating to any contacts you may previously have had with Table Tennis England on this subject (for example when calling our telephone service, or sending an email to volunteers or staff members)
- Your full postal address, contact telephone number (including dialling code if applicable), and email address if you have one.
- We may need to contact other parties to properly investigate your complaint. If you do not wish us to do so, or you wish to remain anonymous during these investigations, you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time.

## 9. WHAT HAPPENS NEXT?

The following information sets out how we will handle your complaint and explains how we will seek to provide you with a satisfactory response.

### *Informal and Formal complaints*

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with a service we have provided or any other aspect of our

contact with you, you should initially contact the member of staff or volunteer in question and ask them to help you to resolve the matter. If you are unsure which member of staff or volunteer to contact, please email [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk)

The member of staff or volunteer will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If the resources are not available to resolve the matter immediately that will be explained. If it becomes apparent that informal resolution will not be possible you will be given the option to raise a formal complaint.

If you do not receive a response from the member of staff within 10 working days you should contact their line manager or the person with overall responsibility for the matter in question. This may be a member of staff or a volunteer. If you do not know who to contact, please email [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk).

We recognise that there may be circumstances under which you might prefer not to contact the member of staff/volunteer in question. In these cases you should contact the Head of Operations and Governance in the first instance and in the event that they are the member of staff, the CEO. Both can be contacted on [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk).

We will acknowledge your formal complaint within seven working days. We hope to provide a response within 20 working days, but if this is not possible, we will explain why and give you a date by which you can expect a response.

The responsible person will look into your complaint. He or she will review the facts and consider any information you have provided us with. At the end of your formal complaint, we will write to you to tell you the outcome and explain any action we propose to take.

#### *Appeal*

If your complaint is still not resolved, you can ask our CEO to look into the matter. You can do this by emailing [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk).

The Chief Executive will review the facts, consider any information you have provided us with and review our prior handling of your complaint. The CEO may ask the Chair, a member of the Board or an independent person to assist in reviewing your complaint. This may take up to 20 working days depending on the complaint.

After considering your appeal the CEO will write to you to tell you the outcome and explain any action that we propose to take.

#### *Disciplinary & Grievance*

If your complaint is still not resolved, you can in certain cases raise a disciplinary complaint or grievance – please contact [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk) or visit the website <https://www.tabletennisengland.co.uk/about-us/articles-and-regulations/> for more details.

## 10. COMPLAINTS – OTHER METHODS

In the event that you raise or pursue a complaint through other methods (for example sending us legal letters, complaints on shared social media posts etc) we reserve the right to respond in any way that we feel appropriate in timescales that we deem to be appropriate, including processing through our Workforce Protection Policy or Disciplinary Process or we may not be able to respond at all.

## 11. CONFIDENTIALITY

All complaints are treated with confidentiality in mind. Only the CEO and the staff resolving specific complaints in each service area will be aware that a complaint has been received and is being dealt with and respect anonymity, where possible.

## 12. WHAT WE EXPECT FROM YOU

We understand that if you have a complaint, you are likely to feel strongly about it. We also understand that you may feel angry, frustrated, or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character. Nevertheless, we expect you to be polite and courteous to our staff and our volunteers and we will not tolerate aggressive or abusive behaviour. There is a large amount of work in Table Tennis England being done by teams of volunteers and we expect complainants to respect that. Should this be breached we will follow our Work Force Protection Policy <https://www.tabletennisengland.co.uk/about-us/policies-and-procedures/>

### *Unreasonable complaints*

In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to take action to protect our staff and volunteers where this is the case.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

If we deem a complaint unreasonable, we will take action that is proportionate to the nature and frequency of the complainant's contact with Table Tennis England. Appendix B sets out some examples. The decision to apply measures to manage unreasonable complaints will be taken by the CEO or Chair. The complainant will be informed of the measures in writing.

### *Aggressive or Obsessive Complainants*

Table Tennis England wants to deal honestly and respectfully with complainants and ensure that other service users, staff or Table Tennis England as a whole do not suffer detriment from persons making vexatious, aggressive or obsessive complaints.

Examples of behaviour which could be defined as vexatious, aggressive or obsessive include – excessive and repeated attempts to contact staff and volunteers, pursuing multiple complaints against the organisation at the same time, making unreasonable demands of staff and volunteers, threats (including those of legal action) against staff/volunteers or the organisation, repeated raising of unreasonable complaints (see above), making multiple complaints to multiple external organisations about Table Tennis England.

The CEO and Chair of Table Tennis England will write to complainants to inform them that their behaviour is considered to be unacceptable.

If we experience aggressive, obsessive or vexatious behaviour from a complainant we will take action that is proportionate to the nature and frequency of the complainant's contact with the organisation. The decision to apply measures to manage complainants will be taken by the Chair or CEO. The complainant will be informed of the measures in writing.

If appropriate a complainant may be reported for Disciplinary proceedings.

### **13. COMPLAINTS ABOUT PARTNERS, SUPPLIERS AND SPONSORS**

Table Tennis England recognises complaints regarding Table Tennis England's Partners, Suppliers, Sponsors and any organisation contracted to work for Table Tennis England and will seek to resolve such complaints where they relate to Table Tennis England's activities and services. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to Partners, Suppliers and Sponsors, on a regular basis. Table Tennis England will forward complaints received in respect of other organisations or appropriate bodies.

### **14. EQUALITIES STATEMENT**

Table Tennis England aims to handle all complaints honestly and respectfully regardless of who makes a complaint. Table Tennis England treats all members of the community equitably and will not show bias to any particular individual or group.

### **15. MATTERS THAT ARE OUTSIDE THIS POLICY**

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings
- Complaints about member behaviour contrary to the Table Tennis England Code of Conduct (please see the Disciplinary Policy and Procedure)
- Adult statutory complaints
- Children statutory complaints

### **16. MONITORING PERFORMANCE**

Table Tennis England reviews all formal comments and complaints at our Governance and Risk Committee on a quarterly basis and any key actions are addressed.

We want and will actively seek feedback on the way we operate and the way we interact with our customers. These feedback procedures are defined above and will form an integral part of our ability to continually improve our service to our customers.

#### **17. APPENDIX A. COMPLAINTS REGARDING REFEREEING DECISIONS**

It is not the role of Table Tennis England, after the match is finished, to investigate individual referees' decisions or comment on whether a point was correctly awarded. We are aware that more and more matches are recorded on devices, however once the match is over, the result stands. Our position is that it is the responsibility of the player at the time to appeal to the referee or umpire as appropriate within the rules of the sport.

We may from time to time review the types of complaints and use this to feedback to/or educate our referees, either individually or as a group, with the intention of helping and supporting them as they undertake a difficult but hugely valued role in the sport of Table Tennis.

#### **18. APPENDIX B UNREASONABLE COMPLAINTS**

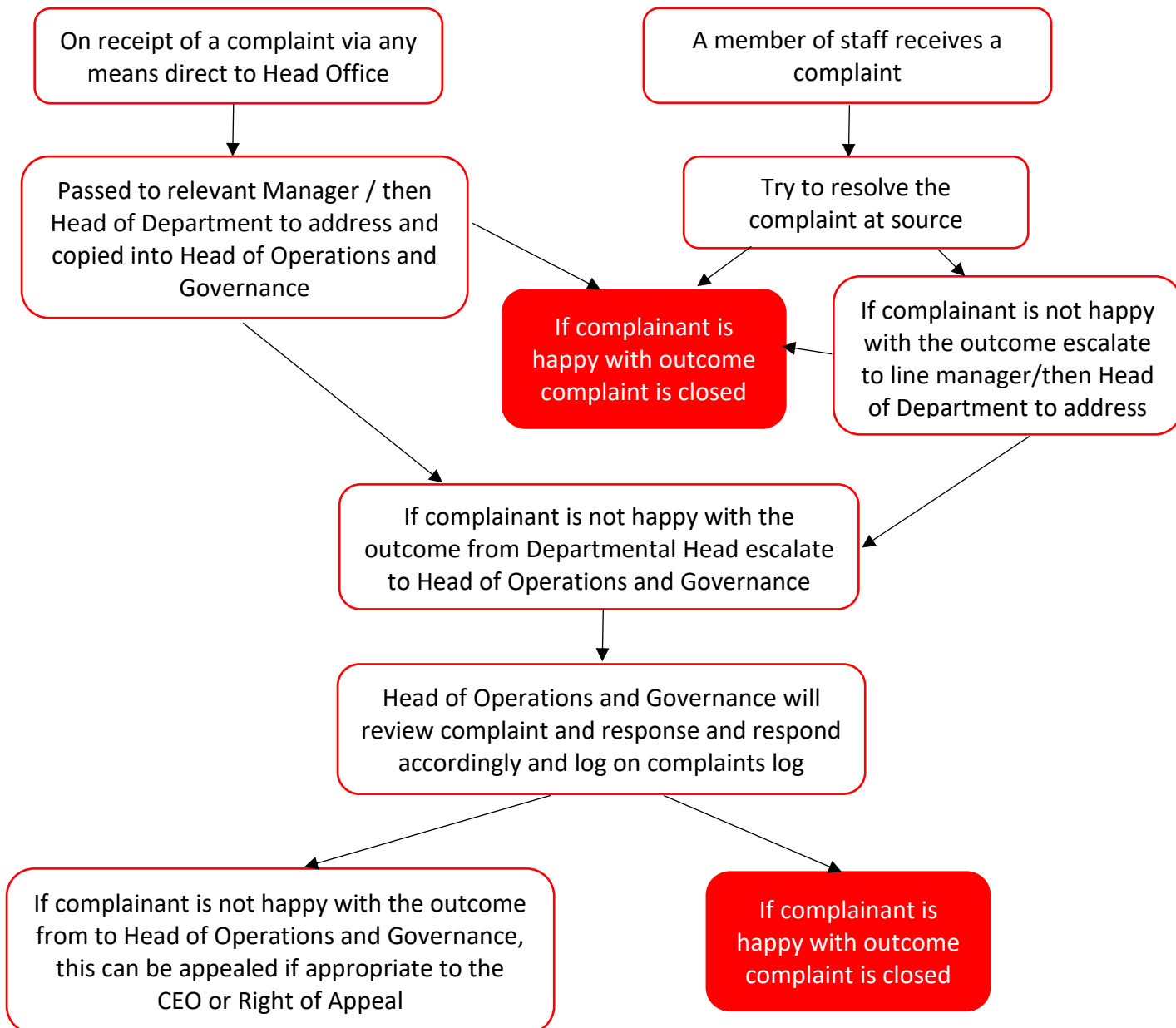
Here are some examples of the actions and behaviours that may lead Table Tennis England to deem a complaint unreasonable:

- Refusing to specify the grounds of a complaint, despite offers of assistance from staff
- Refusing to co-operate with the complaints procedure while still wishing the complaint to be resolved
- Refusing to accept that some issues are not within the remit of our complaints procedure despite having been provided with the information
- Changing the basis of the complaint while the procedure is in process
- Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
- Adopting a 'scattergun approach': repeatedly contacting different members of staff with different information and/or questions, or pursuing a complaint simultaneously with a number of different public bodies
- Submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision

If we deem a complaint unreasonable we will take action that is proportionate to the nature and frequency of the complainant's contact with Table Tennis England which may include:

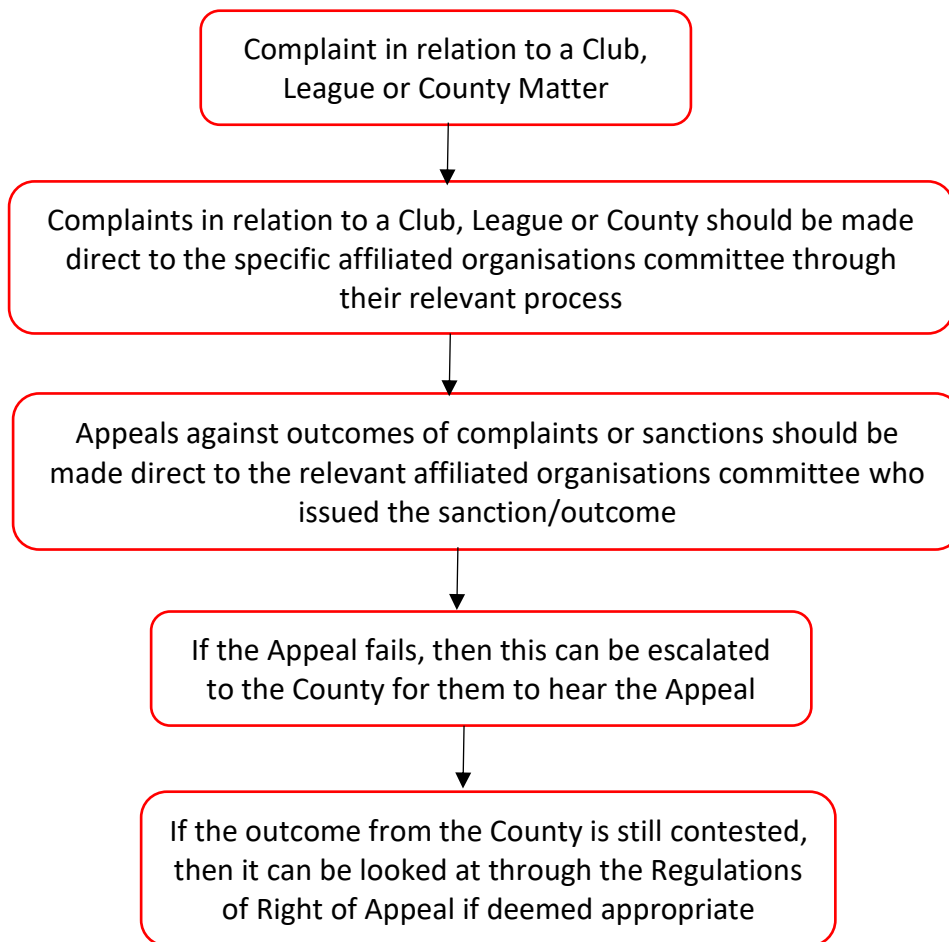
- Refusing to consider further, additional complaints about a matter currently under consideration
- Placing limits on telephone conversations or personal contact – for example by limiting telephone contact to one named member of staff
- By limiting the methods of contact available to the complainant – for example by limiting contact to written means only
- By refusing to consider matters that have already been comprehensively dealt with

19. APPENDIX C FLOWCHART OF COMPLAINTS AGAINST TABLE TENNIS ENGLAND ACTIVITY





20. APPENDIX D FLOWCHART OF COMPLAINTS AGAINST CLUBS, LEAGUES OR COUNTIES



Associated Documentation	
1	Disciplinary Regulations
2	Customer Charter
3	Right of Appeal Regulations
Associated Guidance / Legislation	
1	n/a

**Training on this procedure is required for:**

- All employees

**Review:**

The procedure is reviewed every two years or updated as and when necessary. The next review is: November 2024
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**Procedure Updates**

Issue No.	Description	Date	Action By
1 draft	New procedure		