



# **GLTC Policies and Procedures**

**September 2024**

# Complaints Policy & Procedures

<b>Policy written for</b>	Members and volunteers
<b>Approved by</b>	The Committee
<b>Approved on</b>	10 September 2024
<b>To be reviewed on</b>	1 September 2025
<b>Supersedes</b>	Previous policies

## Purpose

Adapted from 'Code of Good Governance for Smaller Organisations', GLTC is committed to ensuring the accessibility of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work. GLTC strives to be excellent in all that it does but recognises that this is not always the case. When we make a mistake, we want and need to be informed. We will use the information to endeavour to put things right, mitigate any consequences and ensure the nature of the complaint does not occur again.

## Policy

GLTC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at GLTC knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.
- To learn from complaints GLTC will review complaints annually to identify any trends which may indicate a need to take further action.

## Guidelines and Procedures

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of GLTC.

Complaints may come from any person or organisation who has legitimate interest in GLTC, such as clients, beneficiaries, members, donors, members of the local community.

A complaint can be received verbally, by phone, by email or in writing.

**Confidentiality:** All information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Responsibility:** Overall responsibility for this policy and its implementation lies with the GLTC committee.

Complaints can be received verbally, by phone, by email to [chair@gardenstennis.co.uk](mailto:chair@gardenstennis.co.uk).

Written complaints may also be sent to 343 Wimbledon Park Rd, London SW19 6NS, UK marking the envelope 'confidential'.

Verbal complaints may be made in person to any of the committee members.

### **Receiving Complaints**

Complaints received in person need to be recorded. The person who receives a verbal or written complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complaint to GLTC
- Tell the complainant that we have a complaints' procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### **Resolving Complaints**

On some occasions, a complaint can be resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information needs to be passed on to the Chair or GLTC committee within five days.

On receiving the complaint, the receiver of the complaints, enters the information into the complaints log and sends a copy of the complaint's procedure to the complainant. If the complaint has not already been resolved, a committee will be formed through the Chair or delegated committee to investigate it by speaking to the complainant and anyone else who may have been involved. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Ideally complaints should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, or because the nominated committee member must consult more widely to reach a decision, an interim reply should be sent with an indication of action taken so far and whether the complaint needs to be referred to the committee if appropriate, and when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint. The decision taken is final, unless the Committee decides to seek external assistance with resolution. Complainants can also complain to the LTA. LTA will only get involved in serious cases of malpractice.

Anonymous complaints may be made, however the outcome will not be widely communicated to members and other interested parties, however details will be on record of committee, if required in future dates.

# GLTC Conflict of Interest (COI) Policy

<b>Policy written for</b>	Members and volunteers
<b>Approved by</b>	The Committee
<b>Approved on</b>	10 Sep 2024
<b>To be reviewed on</b>	1 Sep 2025
<b>Supersedes</b>	Previous policies

## Purpose

The Directors of limited company have a legal duty to act in the best interests of the company when taking decision. A director (volunteer or paid employee) is in a COI situation when there is a decision to be made where a director has a personal or other interest in the issue.

For example, there is a conflict of interest if the directors were thinking a decision that would mean:

- **Director could benefit financially or otherwise from the company**, either directly or indirectly through someone you are connected to
- **Director's duty competes with a duty or loyalty** to another organisation or person.

## Policy

GLTC will use the following safeguards to try to prevent conflicts of interest affecting decision making and GLTC Trustees individually and collectively shall take care to identify, prevent and record any instances of COI by:

- Setting up a **register of interests** for committee and senior staff to log any other trusteeships and any involvements (e.g. consultancy) with other organisations with whom GLTC may have a partnership or business relationship. The register shall be kept on the shared GLTC Google Drive.
- Asking at the beginning of every Committee meeting whether any individual present has a conflict of interest in relation to any item on the agenda. Such a member will then be asked not to participate in the voting or discussion of the item (and may be asked to leave the room while the item in question is considered).
- Record any instance of COI in meeting minutes including who was involved and how the matter has been dealt with – regardless of whether the COI was declared in advance, at the time or came to light subsequently.
- Declaring any payments or benefits to Committee in the Annual Report and Accounts.

# GLTC UK Safeguarding Policy & Procedures

<b>Policy written for</b>	Safe guarding officer
<b>Approved by</b>	The Committee
<b>Approved on</b>	10 September 2024
<b>To be reviewed on</b>	1 September 2025
<b>Supersedes</b>	UK Safeguarding Policy 2023

## Purpose

The purpose of this policy is to protect people, particularly members and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with GLTC) or any other persons involved with GLTC. This includes harm arising from:

- The conduct of staff, personnel, volunteers, or contractors associated with GLTC.
- The design and implementation of GLTCs programmes and activities

The policy lays out the commitments made by GLTC and informs staff and associated personnel and other stakeholders of their responsibilities in relation to safeguarding.

This policy does not cover:

- Safeguarding concerns in the wider community not perpetrated by GLTC or associated personnel.
- GLTC partners, who must have their own Protection and Safeguarding Policies, however, such policies will be in alignment with this Policy.

## What is safeguarding?

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur. In our sector, we often use this to apply to the safety and welfare of people involved in the delivery or receipt of humanitarian aid and development assistance.

Further definitions relating to safeguarding are provided in the glossary below.

## Scope

- All staff and volunteers engaged by GLTC and the Committee.
- Associated personnel whilst engaged with work or visits related to GLTC, including but not limited to the following: consultants, volunteers, contractors, programme visitors including journalists, celebrities and politicians or guest players.

## **Policy**

GLTC believes that everyone we come into contact with, regardless of age, gender, disability or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. GLTC will not tolerate abuse and exploitation by staff or associated personnel.

This policy will address the following areas of safeguarding: child safeguarding, adult safeguarding, and protection from sexual exploitation and abuse. These key areas of safeguarding may have different policies and procedures associated with them (see Associated Policies).

GLTC commits to addressing safeguarding throughout its work, through the three pillars of prevention, enabling reporting and response.

### **Prevention**

#### ***GLTC responsibilities***

GLTC will:

- Ensure all staff and associated personnel have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with GLTC. This includes the way in which information about individuals in our programmes is gathered and communicated.
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel.
- Ensure staff and associated personnel receive training on safeguarding at a level commensurate with their role in the organisation.
- Follow up on reports of safeguarding concerns promptly and according to due process.

#### ***Staff and associated personnel responsibilities***

GLTC staff and associated personnel must follow the laws of UK and are liable to be held criminally responsible if any of the following and other behaviours are found to have occurred.

#### **Child safeguarding**

They must not:

- Engage in sexual activity with anyone under the age of 18.
- Sexually abuse or exploit children.
- Subject a child to physical, emotional, or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including grooming, child labour or trafficking.

#### **Adult safeguarding**

They must not:

- Sexually abuse or exploit at risk or any other adults.
- Subject an at-risk or any other adult to physical, emotional, or psychological abuse, or neglect

#### **Protection from sexual exploitation and abuse**

They must not:

- Exchange money, employment, goods or services for sexual activity in lieu of benefits or services.
- Engage in any sexual relationships with beneficiaries of assistance since they are based on inherently unequal power dynamics.

**Additionally, GLTC staff and associated personnel are obliged to:**

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by a GLTC Committee or associated personnel to the Chair of the Board or Director as soon as those concerns or suspicions arise.

**Enabling reports**

GLTC will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to the Committee and other stakeholders.

GLTC will also accept complaints from external sources such as members of the public, partners and official bodies by phone, mail, email or via social media.

***How to report a safeguarding concern***

Staff members or associated personnel who have a complaint or concern relating to safeguarding should report it immediately to the Safeguarding officer of GLTC or GLTC Chair. If the staff member does not feel comfortable reporting to Chair or Safeguarding officer (for example, if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other GLTC Committee members. The current list of Committee can be found on the website.

***Response***

GLTC will follow up safeguarding reports and concerns according to GLTC procedures.

GLTC will apply appropriate disciplinary measures or referrals to authorities to staff and associated personnel found in breach of policy.

GLTC will offer support to survivors of harm caused by staff or associated personnel, regardless of outcomes of a formal internal or external response.

***Confidentiality***

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need-to-know basis only and should be kept secure at all times.

**Further Guidance - Glossary of Terms**

**Beneficiary of Assistance**

Someone who directly receives goods or services from GLTC programme

**Child**

A person below the age of 18

**Harm**

Psychological, physical and any other infringement of an individual's rights.

**Psychological harm**

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.

**Protection from Sexual Exploitation and Abuse (PSEA)**

The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST /SGB/2003/13).

**Safeguarding**

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur. In our sector, we often use this to apply to the safety and welfare of people involved in the delivery or receipt of humanitarian aid and development assistance.

**Sexual abuse**

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

**Sexual exploitation**

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

**Survivor**

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience, and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

**At risk adult**

Sometimes also referred to as vulnerable adult. A person who is or may be in need of care by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.



# GLTC UK Volunteering Policy

<b>Policy written for</b>	All trustees & volunteers of GLTC UK
<b>Approved by</b>	The Board of Trustees
<b>Approved on</b>	7 September 2024
<b>To be reviewed on</b>	1 September 2025
<b>Supersedes</b>	UK Volunteering Policy 2023

## Purpose

The purpose of this policy is to ensure clarity and openness to all our stakeholders about the involvement of volunteers. This policy further clarifies the mutual responsibility, expectation and commitment on both sides.

GLTC draws on the contributions of volunteers for the successful running of projects and management of the club. GLTC engages volunteers for a variety of remote and onsite activities such as administrative support, events, maintenance, specialist advice or analysis.

GLTC volunteers are a major resource and contribute skills, time and energy that contribute to achieving our objectives. In turn this benefits volunteers by offering them the opportunity to gain experience, to contribute to their personal development, meet like-minded people, while also contributing to their community. Volunteers are vital, and it is important to properly recognise the contribution volunteers make. Equally important is that they adhere to good practice and do not bring the reputation of GLTC into disrepute.

## Policy

### Definition of volunteers & scope of this policy

- A volunteer is a person who donates their time, skills and experience without receiving any form of financial or non-monetary compensation from GLTC.
- A volunteer includes anyone who is engaged in any GLTC activity to support the running of the its activities. This includes individuals engaged in pro-bono consulting, students, internships, administrative tasks both regular and one off/ad hoc.
- A volunteer is not an employee of GLTC and there is no legally binding contractual relationship between GLTC and the volunteer.
- A trustee would also be considered to be a volunteer if they were undertaking activities outside of the responsibilities of a trustee.

### Volunteers – UK based providing administrative or pro-bono consulting support.

- Remote volunteers will not receive any payments. They should be self-funded or from other sources approved by GLTC, including payment for travel expenses, IT, stationery, insurance, meals etc.

- GLTC has a responsibility for the health and safety of volunteers. Volunteers have a duty to take care of themselves and others who might be affected by their actions.
- GLTC takes out insurance cover for its UK activities including public and employees' liability.
- In the case of any content such as film, photographs, or other are conducted outside of the scope of the projects but while in Kashare, GLTC requests permission to be a user of the content for an indefinite period, free of charge
- In either event, the volunteer must request permission, in writing, from GLTC to use any content containing GLTCs logo and depictions in any form.

**Appendix 1: Volunteer agreement**

We value our volunteers and the work you do and will do our best to make your volunteer experience enjoyable and rewarding. This Volunteer Agreement describes the arrangement between GLTC and you.

**About GLTC**

GLTC is a publicly funded and limited company providing sport facility and activities to members and also provides its hall and facilities for rental to members of the public. The facilities and services are a vital part of wellbeing of local community and contributes a great deal to all involved.

**STATEMENT OF COMMITMENT to GLTC Volunteer Policy**

I have read and understood the standards and guidelines outlined in this Volunteer Policy. I agree with the principles contained therein and accept the importance of implementing such policies and practices while working with GLTC.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Volunteer: \_\_\_\_\_