



As at 17 Oct 2025

WTTC Internal Complaints Handling Procedure

This procedure sets out how complaints received at **complaints@wttc.uk** are to be handled by Weston Table Tennis Community (WTTC).

It is for use by the CEO, Deputy CEO, and Board Members.

1. Responsibility for Administering Complaints

- All complaints shall be administered by the **CEO** or, if unavailable, the **Deputy CEO**.
- The CEO shall review and **sentence complaints in the first instance**, determining whether they are **Invalid, Minor, or Formal**.
- If the complaint is made **against the CEO**, the matter should be initially processed and then escalated to the **Chair or a Board Member** for independent handling.
- If the complaint is made **against both the CEO and the Chair**, the matter shall be initially processed and escalated directly to another **independent Board Member** for handling.

2. Receiving a Complaint

- All complaints must be received by email to complaints@wttc.uk
- The CEO (or Deputy CEO) must log each complaint in the **Complaints Log**, including:
 - Date received
 - Name and contact details of complainant
 - Summary of the complaint
 - Category (Invalid / Minor / Formal)
 - Assigned handler
 - Deadlines for acknowledgement and outcome
- An acknowledgement email must be sent within **5 working days**.

3. Initial Review & Sentencing

The CEO (or Deputy CEO) will categorise each complaint in the following order:

A. Invalid / Out of Scope

Complaints that cannot or should not be processed by WTTC.

Examples include:

- Complaint not related to WTTC activities.
- Duplicate or already resolved complaint.
- Vexatious, offensive, or lacking sufficient detail to investigate.

- Clearly outside WTTC's remit (e.g., personal disputes unrelated to the organisation).
Action: Respond by email explaining why it is invalid. Record in the Complaints Log.

B. Valid – Minor

Complaints that can be resolved quickly and proportionately without a full investigation.

Action: Respond promptly and record in the Complaints Log.

C. Valid – Formal

Complaints that are significant and require investigation before resolution.

Action: Proceed to full investigation.

If the issue raises a **safeguarding or legal concern**, it must be escalated immediately to the Safeguarding Lead or Chair.

4. Investigation (Formal Complaints Only)

- Led by the CEO (or Deputy CEO if delegated).
- Collect relevant information (emails, witness statements, records, or policies).
- Contact individuals involved, treating all parties fairly and respectfully.
- Keep detailed notes of the process, stored securely and confidentially.
- Maintain impartiality and confidentiality at all times.

5. Response

- A written outcome must be sent by email within **28 working days**.
- If more time is required, inform the complainant before the deadline, explaining why.
- The response should include:
 1. Summary of the complaint.

2. What was reviewed/investigated.
 3. Findings and conclusions.
 4. Actions taken (or reasons why none were taken).
 5. Appeal rights and instructions.
-

6. Appeals

- Appeals must be submitted by email to **complaints@wttc.uk** within **10 working days** of the outcome.
 - Appeals must be handled by a **Board Member** who was **not previously involved** in the case.
 - The review should focus on whether the process was fair, reasonable, and proportionate, rather than reinvestigating in full (unless new evidence is presented).
 - An appeal outcome must be issued within **28 working days**.
-

7. Closure

- Update the Complaints Log with the outcome and final status.
 - Save all complaint-related emails and documents securely in the Complaints Folder.
 - Mark the case as “Closed” only once the outcome (and any appeal) has been completed.
-

Footnotes (Definitions)

- **Invalid Complaint** – A complaint that falls outside WTTC’s remit (e.g., personal disputes unrelated to WTTC, duplicates of previous complaints, vexatious or offensive

submissions, or those lacking sufficient detail to investigate).

- **Minor Complaint** – A valid complaint that can be resolved quickly and proportionately, usually through clarification, explanation, or a simple apology, without the need for formal investigation.
- **Formal Complaint** – A valid complaint of a more serious nature that requires further investigation (e.g., repeated conduct issues, safeguarding concerns, or matters affecting the integrity, safety, or reputation of WTTC).