

Complaints Policy

Purpose

Soul Padel Ltd is committed to providing a welcoming, safe, inclusive and professional environment for everyone involved in padel. This Complaints Policy sets out how we will handle concerns, grievances, or complaints raised by members, visitors, staff, coaches or volunteers in a fair, transparent and timely manner.

This policy applies to:

Members of Soul Padel Ltd

Visitors and players at Soul Padel facilities or events

Staff, volunteers, and contractors working with Soul Padel

Parents/guardians of junior members

Principles

Fairness – all complaints will be treated seriously, confidentially and impartially.

Accessibility – anyone engaging with Soul Padel Ltd can raise a complaint without fear of discrimination, victimisation, or disadvantage.

Respect – all parties will be treated with dignity throughout the process.

Timeliness – complaints will be dealt with promptly and efficiently.



Transparency – outcomes will be explained clearly to those involved, within the limits of confidentiality.

Types of Complaint

Complaints may include (but are not limited to):

Behaviour that breaches Soul Padel’s Equity, Diversity and Inclusion Policy.

Breaches of the LTA Code of Conduct or Soul Padel’s Safeguarding Policy.

Bullying, harassment, victimisation or discrimination.

Unfair treatment, conflicts of interest, or misuse of position.

Facilities, health and safety, or service delivery concerns.

Safeguarding complaints (relating to children or vulnerable adults) will always be referred immediately to the Welfare Officer and handled under the Soul Padel Safeguarding Policy in line with LTA Safeguarding procedures.

Complaints Procedure

1. Informal Resolution (Stage 1)

Wherever possible, complaints should be raised informally with the relevant staff member, coach or senior team member.

Many concerns can be resolved quickly through open communication.



2. Formal Complaint (Stage 2)

If the issue is not resolved informally, the complainant should submit a written complaint to the Soul Padel Senior Team via email: info@soulpadel.co.uk

The written complaint should include:

Name and contact details of the complainant

Details of the complaint (what happened, when, where, who was involved)

Any steps already taken to resolve the issue

The outcome sought

3. Acknowledgement and Investigation

The complaint will be acknowledged in writing within 7 working days.

An investigation will be carried out by a designated senior team member not directly involved in the complaint.

The investigation may involve speaking to all parties involved and reviewing relevant evidence.

4. Outcome

A written outcome will be provided within 28 days of the complaint being acknowledged, unless there are exceptional circumstances.

Possible outcomes may include:

No further action

An apology or mediation between parties



Recommendations for improvement

Disciplinary action under Soul Padel's disciplinary procedures or referral to the LTA Disciplinary / EDI teams where appropriate.

5. Appeal (Stage 3)

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Soul Padel Senior Team Lead within 14 days of the decision.

The appeal will be reviewed by two independent senior team members not previously involved in the complaint.

The appeal decision will be final within the club's procedures.

Record Keeping

A confidential record of all complaints, investigations, and outcomes will be maintained by Soul Padel Ltd.

Records will be stored securely in line with UK GDPR and data protection regulations.

Related Policies and Procedures

Soul Padel Equity, Diversity and Inclusion Policy

Soul Padel Safeguarding Policy

LTA Code of Conduct

LTA Disciplinary Code

