

Hillingdon Community Tennis Club

Complaints and Appeals Process

As part of our Safe and Inclusive tennis policy, we feel it is important to allow members the opportunity to give feedback or query an action or decision made by our club.

All complaints or appeals should be made in writing and emailed to info@hillingdoncommunitytennisclub.com.

Members can appeal up to 14 days from receipt of the original decision.

To handle the situation as objectively as possible, complaints and appeals will be dealt with by a member of the HCTC Committee who was independent of the original action or decision.

We aim to inform the member of the outcome in writing within 10 days.