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1. INTRODUCTION

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

Table Tennis England aims to handle all complaints confidentially, honestly and respectfully. Table Tennis England treats all members of the community equitably and will not show bias to any particular individual or group.

2. THE DEFINITION OF A COMPLAINT

Table Tennis England defines a complaint as an expression of dissatisfaction with the products services and activities that it directly delivers or is responsible for, and against any individual acting for or on its behalf.

A complaint is not where there is simply a difference of opinion, an interpretation or when an individual or organisation does not agree with a response previously given.

3. WHO SHOULD I CONTACT IF I HAVE A COMPLAINT

Safeguarding

All safeguarding concerns MUST be reported to Table Tennis England using the form in this link – [Report a Safeguarding Concern](#)

The safeguarding concern must also be reported to the provider of the activity where the incident occurred (if known) i.e. the club, county association, competition organiser, school.

Integrity

For all Integrity issues including Betting, Anti-Doping, Match Fixing etc. then report using the [report a complaint](#).

Table Tennis England Products and Services

All products and services including Membership, Major Events, Data Management, Ping etc. then report using the [report a complaint](#)

County Associations, Leagues and Clubs

If your complaint relates to something within your Club, League or County then direct your complaint to the relevant organisation.

Sanctioned Competitions

This is any competition sanctioned by Table Tennis England but is the responsibility of the local organiser. Any complaints in relations to these competitions should be directed to the referee at the time or the local organiser following the conclusion of the competition.

Coaches and Technical Officials

If your complaint relates to a Table Tennis England licensed coach or Technical Official and is not a safeguarding issue or a matter falling under the Code of Conduct, then it should be raised with the referee or organiser.

If not in relation to a tournament, then complete the [report a complaint](#) in the first instance and we will forward it to the relevant person.

4. HOW TO SEND YOUR COMPLAINT

You can send us your complaints on our service by using the complaints form on our website [report a complaint](#), which we will deal with confidentially, 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.

5. 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. Should this be breached we will follow

our Work Force Protection Policy <https://www.tabletennisengland.co.uk/about-us/policies-and-procedures/>

Unreasonable complaints including 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 making multiple complaints to multiple external organisations about Table Tennis England.

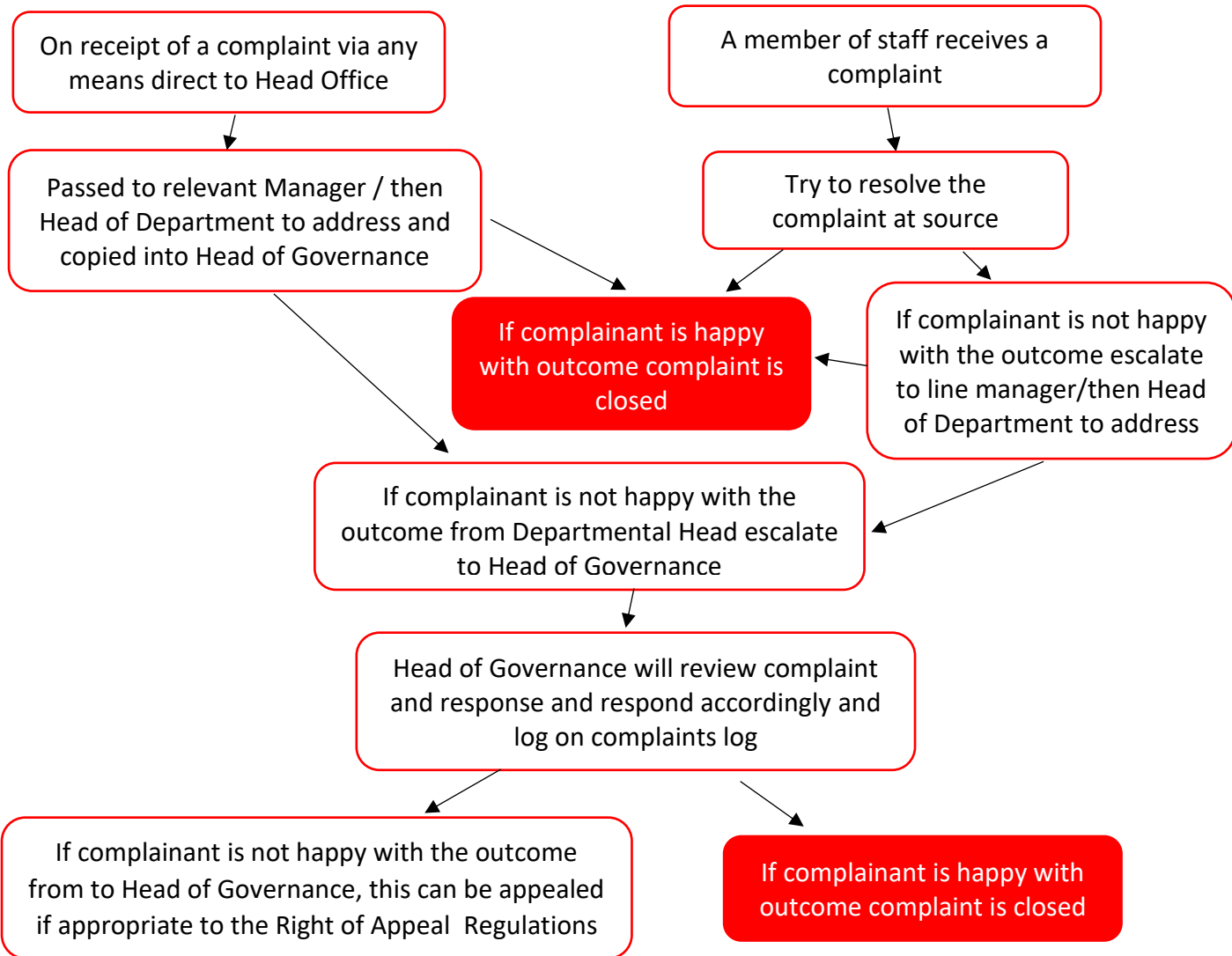
If appropriate a complainant may be reported for Disciplinary proceedings.

6. APPEAL

If you are aggrieved by a decision or action taken by or on behalf of the Table Tennis England or an Affiliated Organisation, then you have the right of appeal to the Appeals Panel. The process to be followed is in Annex A of the “[Right of Appeal](#)” regulations.

Table Tennis England keeps all complaints under regular review until they are settled.

7. APPENDIX A FLOWCHART OF COMPLAINTS AGAINST TABLE TENNIS ENGLAND



Associated Documentation	
1	Disciplinary Regulations
2	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: March 2026