

## Castleton Tennis Club

### CODE OF CONDUCT

This code of conduct and policy on court etiquette sets out what the Club regards as good practice for all our members. We want everyone to be clear about what is expected of them to create the right playing environment so everyone can enjoy their tennis. We've set out below minimum standards of behaviour that members are expected to follow. Should a breach of the code of conduct or a serious breach of the policy on court etiquette occur, a complaints process is in place.

#### AIMS OF THE CODE OF CONDUCT

The aims of this code of conduct are to:

1. Make sure all members are treated fairly and with respect
2. Let all members know about the standards of behaviour and court etiquette that they are expected to meet to create an environment where members can enjoy their tennis and the club can continue to flourish
3. Provide a complaints process so that any issue can be addressed

#### STANDARDS OF BEHAVIOUR

All members are expected to treat members and visitors with respect. The Club will not accept any behaviour that could cause any physical or mental harm to any other.

Unacceptable actions include, but are not limited to:

- Being abusive or showing aggression towards another
- Swearing
- Racket throwing
- Intimidation
- Creating a danger to another
- Calling into doubt the integrity of another member or player such as by repeatedly querying line calls

#### COMPLAINTS & SANCTIONS

- ***IMPORTANT: If an issue relates to a safeguarding issue, then this should be reported in accordance with the clubs safeguarding policy and procedures, which are available [here](#)***
- If any member(s) believes they have experienced a breach of the code of conduct then they should contact the Chair
- A Sub-Group of the committee (minimum of 3 committee members) will then arrange a meeting with the member(s) to discuss the issue. The Sub-Group may also arrange a meeting with the person or people who are the subject of the complaint
- In considering the complaint, the committee members will take into account any background information they consider relevant including the personal circumstances of the person who is the subject of the complaint, together with any external advice or guidance available to them which may be appropriate
- After the Sub-Group have deliberated and decided on a course of action with regards to the complaint, they will arrange a feedback meeting with the member(s) concerned

- In the event of a complaint being upheld, the committee will exercise their authority in accordance with club rules. They can impose any one or more of the following sanctions on a member found to be in breach of this code of conduct
  - a. A warning as to future conduct
  - b. Disqualification from any event or tournament in which the breach has taken place
  - c. Suspension of a member from membership
  - d. Exclusion of a non-member from the club's premises
  - e. Expulsion of a member from the club
- All decisions made by the committee in relation to the conduct of its members when representing the club or in relation to the conduct of any individual within our premises are final