

Code of Conduct

Guidelines for Tennis Club Members & Guests

Updated November 2019



Members and guests of Swindon Tennis Club are expected to abide by the following code of conduct.

Swindon Tennis Club is fully committed to safeguarding and promoting the well-being of all its members and believes that it is important that members should, at all times, show respect and understanding for the safety and welfare of others. All Club members have a responsibility to make everyone feel welcome and to ensure that membership of the club is a positive experience.

Clubmark Status

Swindon Tennis Club has Clubmark status. Clubmark is a universally acknowledged cross sport accreditation scheme for community sports Clubs. Your club will be recognised as a safe, rewarding and fulfilling place for participants of all ages when Clubmark status is achieved.

The aim of this code of conduct is to:

- Ensure that everyone is treated fairly and with respect;
- promote the positive aspects of tennis e.g. fair play;
- inform members about the standards of behaviour and etiquette expected so that the right playing environment for individuals and the club is created;
- outline the complaints procedure so that, where there is a shortfall in behaviour, this can be addressed.

1. BEHAVIOUR AND GENERAL ETIQUETTE

Members and guests of Swindon Tennis Club are expected to:

- 1.1. Show tolerance, courtesy, good manners, fairness, honesty and integrity in dealings with other Club members, captains, opponents and guests.
- 1.2. Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.
- 1.3. Demonstrate good etiquette whilst playing including keeping noise levels to a minimum around court areas during play and not walking across courts while play is in progress.
- 1.4. Treat other members and guests with respect. There must be no inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:

Inappropriate actions include:

- Racquet throwing;
- swearing;
- being abusive or aggressive;
- intimidating behaviour;
- questioning another person's integrity over line calls or other actions;
- verbal abuse (including but not limited to the use of racial or homophobic language)
- causing danger to other players through your play.

2. REPRESENTING THE CLUB IN LEAGUE MATCHES

When representing Swindon Tennis Club, members are expected to follow the rules of fair play as outlined by the LTA. Address any disputes with dignity and appropriate language.

- Do not criticise your partner or opponent, be positive and offer encouragement instead.
- Put forth a full and honest effort regardless of the score or expected outcome.
- Maintain full control over your emotions and the resulting behaviour throughout the match.
- Conduct yourself in a sportsman-like manner with due regard to the authority of officials and to the rights of opponents, spectators and other persons.
- Do not use an audible obscenity and/or make an obscene gesture of any kind.
- Do not verbally abuse any official, opponent, spectator or other person.
- Do not physically abuse any official, opponent, spectator or other person.
- Do not violently, dangerously or in anger, hit, kick or throw a tennis ball, racket or other equipment.
- Do not criticise your partner, be positive and offer encouragement.
- Unless absolutely vital, all mobiles phones and other communication devices should be switched off or on silent.
- Respect the team captain and their decisions regarding team selection.
 - Address any disagreements with the captain at an appropriate time, in a calm and constructive manner.
- Once you have agreed to, honour your commitment to play. Exceptions should occur only in cases of illness, injury, or personal emergency.
 - Inform team captain of any changes to availability as soon as possible.
- Keep to agreed timings for matches and competitions, or inform team captain if you are going to be late.
- Pay any fees for matches promptly.

3. USE OF FACILITIES

- Respect the facilities.
- On entering or leaving the courts, ensure that the gates are closed.
- Empty cans, old tennis balls or other items of rubbish should be removed from the court when play has finished.
- Rubbish should be disposed of in the bins near the court.
- Ball and racket abuse or damaging any of the club facilities is unacceptable and you will be charged for any damage caused.
- Areas around the courts and parking areas must be kept clean and tidy at all times by members and guests.
- Balls will be provided for club social sessions, please ensure balls are placed back in the correct box at the end of each session.
- When using clubhouse facilities, outside of office hours, club members should leave them as they found them.
- Any issues of damage should be reported to a member of the Swindon Community Tennis Trust or coaching team as soon as possible.

Complaints Procedure

Updated: November 2019



Everyone who deals with the Club should expect an open, fair and effective complaints procedure. Members and guests are encouraged to be open at all times and to share any concerns or complaints that they may have with a Captain or member of the Management Committee.

1. Resolving an Informal Complaint

All club members will endeavour to resolve differences in the following order:

- 1.1. Between the parties involved
- 1.2. By reference to Team Captains
- 1.3. By reference to Club Captains
- 1.4. By reference to the Management Committee
- 1.5. Where reference is made to a captain and the difference remains unresolved, further reference may be made to the Club's Management Committee who will determine the course of action to be followed.

2. Formal Complaints Procedure

- 2.1. If your complaint cannot be resolved informally and you would like to submit a formal complaint to the Management Committee, you can do so by email to: stc@swindontennisclub.org
- 2.2. If you make a formal complaint to Swindon Tennis Club, we will aim to:
 - acknowledge your complaint within two working days
 - notify other involved parties of the procedure
 - assign a member of the Management Committee as the Investigating Officer
 - give a fair hearing to all parties involved
 - resolve your complaint
 - provide a full written response within 30 days (or let you know why, if we cannot respond within this time frame.)
- 2.3. All complaints will be treated as confidential and only discussed with those involved in the investigation and decision-making process. If your complaint involves a situation where other people may be at risk, or where a crime has been detected, confidentiality cannot be guaranteed and we reserve the right to seek advice and support from the county and/or national LTA.
- 2.4. For any individual who has a complaint made against them shall be given an opportunity to appear before the Investigating Officer and/or Management Committee to answer any complaints made against them.
- 2.5. Where the Player Code of Conduct is judged to have been breached, the Management Committee shall have the power to censure any of their members, suspend any members' playing or membership rights and in extreme cases, authorise expulsion from the Club. See section 7 of the STC Constitution.
- 2.6. Any breach of the Player Code of Conduct which also involves Swindon Community Trust (SCT) members, facilities or equipment may also be subject to SCT's own disciplinary procedures.
- 2.7. Anyone found to be persistently breaching the code of conduct may be further subjected to the LTA's disciplinary procedures.
- 2.8. An appeal against a Management Committee's decision that results in expulsion from the Club must be made by notifying the Management Committee who shall put the matter to the Club's members in general meeting and decided by a majority vote of members present and voting at such meeting.

3. Safeguarding Complaints

- 3.1. Any safeguarding issues should be reported directly to the Club and Trust Safeguarding Officer. The current Safeguarding Officer is Julie Kirk (julie@kirk123.co.uk)

4. Escalating Your Complaint

- 4.1. An individual can make a formal complaint to the [Wiltshire LTA](#) and subsequently the [National LTA](#). For example:
 - 4.1.1. If they feel unable to submit a complaint to the Management Committee (there is cause for complaint against a member of the Management Committee etc.)
 - 4.1.2. They feel that the complaint has not been dealt with appropriately.