

Codes of practice for members/users, and BVLTC policies in respect of:

Equality and diversity; Child protection; Complaints; Feedback

Code of Practice

BELVOIR VALE TENNIS CLUB is fully committed to safeguarding and promoting the well-being of all its members.

BELVOIR VALE TENNIS CLUB believes that it is important that members, coaches, administrators and parents/guardians should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have with STEVE WAINWRIGHT (CHAIRMAN)

As a member of BELVOIR VALE TENNIS CLUB you are expected to abide by the following code of practice:

ALL Members

- All members must play within the rules and respect officials and their decisions
- All members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity
- Members should keep to agreed timings for training and competitions, or inform their coach or team captain if they are going to be late
- Members must wear suitable kit for training and match sessions, as agreed with the coach
- Members must pay any fees for training or events promptly

Juniors

- Junior members are not allowed to smoke on the premises or whilst representing their team at competitions
- Junior members are not allowed to consume alcohol or drugs of any kind on the premises or whilst representing their team

Parents

- Encourage your child to learn the rules of tennis and play within them
- Discourage unfair play and arguing with officials
- Help your child to recognise good performance, not just results
- Never force your child to take part in sport
- Set a good example by recognising fair play and applauding the good performances of all
- Never punish or belittle a child for losing or making mistakes
- Publicly accept judgements made by officials
- Support your child's involvement and help them to enjoy their sport
- Use correct and proper language at all times
- Be patient – steady progression is unusual in children; peaks and plateaus are common
- Your first question following any match should be: "Did you enjoy it?" not "Did you win?"

- At no stage should you communicate with your child or interfere with the on-court helpers and referees during a match – just enjoy the game and let officials take care of the rules!

Child Protection Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and members, non members and visiting place to plays and teams are not denied access to Belvoir Vale Tennis Club because of a discriminatory reason.

This policy is fully supported by the Belvoir Vale Tennis Club management committee which is responsible for the implementation and review of this policy.

Belvoir Vale Tennis Club will therefore adhere to the following:

- a) aims to create an enjoyable environment for all juniors who wish to take part in tennis or other sport and social activities
- b) believe that children and young people have the right to be safe, secure and free from threat
- c) believe that young people have the right to be treated with respect, and to have their concerns listened to and acted upon
- d) ensure that the needs of junior members are provided for through specific programmes, designated facilities, and safe practice
- e) have procedures in place to address poor practice, and to help any young person who appears to be at risk, or who appears to be the victim of abuse
- f) offer help and support when a child or young person tells us that they are affected by these issues
- g) take steps to ensure that any volunteers or professionals working with children are suitable to do so, through the use of references and background checks

h) ensure that all relevant people have been vetted and approved through the LTA's Criminal Record Bureau disclosure process

i) ensure that all of those working with children are made aware of the LTA code of conduct for people working with children in tennis, and are required to follow it

The place to play has an adult member who is specifically responsible for children, young people and child protection:

This person's name is: **Linda White**

She can be contacted on: 01664-822993

LTA Child Protection

T: 0208 487 7008/7116

M (24 hour): 07971 141 024

E: childprotection@lta.org.uk

www.LTA.org.uk/childprotection

Equality and Diversity Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that members, non members and visiting teams are not denied access to Belvoir Vale Tennis Club because of a discriminatory reason.

This policy is fully supported by the Belvoir Vale Tennis Club management committee which is responsible for the implementation and review of this policy.

Belvoir Vale Tennis Club will therefore adhere to the following:

- a) be responsible for setting standards and values to apply throughout the place to play at every level, as tennis should be enjoyed by everyone who wants to play the game
- b) be committed to eliminate discrimination by reason of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities
- c) not discriminate or in any way treat anyone less favourably, on grounds of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability
- d) ensure that it treats its employees, members, non-members and visiting teams fairly and with respect and will ensure that all members of the community have access to and have opportunities to take part in, and enjoy, its programmes of activities, competitions and events
- e) not tolerate harassment, bullying, abuse or victimisation of an individual (which the place to play/facility regards as forms of discrimination), including sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and work to ensure that such behaviour is met with appropriate action in whatever context it occurs
- f) be committed to the immediate investigation of any complaints of discrimination on the above grounds, once they are brought to its attention. Complaints will be dealt with in accordance with its complaints policy and, where such a complaint is upheld, the management committee may impose such sanction as it considers appropriate and proportionate to discriminatory behaviour
- g) be committed to taking positive action where inequalities exist and the development of a programme of on-going training and awareness in order to promote the eradication of discrimination and to promote equality and diversity in tennis
- h) be committed to a policy of equal treatment of all members and employees and requires all members and employees to abide by and adhere to these policies and the requirements of the relevant equalities legislation, including the Race Relations Act 1976, Sex Discrimination Act 1975, Disability Discrimination Act 1995, Age Discrimination Act 2006 as well as any amendments to these acts and any new legislation

In the event that any employee, member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

1. The complainant should report the matter in writing to the secretary or another member of the management committee. The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- f) an indication as to the desired outcome.

2. If the person accused of discriminatory behaviour is an employee, the management committee will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.

3 If the person accused of discriminatory behaviour is a non-employee, the management committee or representatives of the management committee:

3.1 will request that both parties to the complaint submit written evidence regarding the incident(s);

3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;

3.3 may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;

3.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):

- a) warn as to future conduct;
- b) suspend from membership;
- c) remove from membership;
- d) exclude a non-member from the facility, either temporarily or permanently; and
- e) turn down a non-member's current and/or future membership applications.

3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

3.6 Either party may appeal a decision of the management committee to the County Association (including a decision not to hold a hearing) by writing to the [County Secretary] within 3 months of the place to play's decision being notified to that party.

4. If the nature of the complaint is with regard to the management committee or other body or group in the place to play, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.

Terminologies and descriptors

Types of discrimination

There are three categories of discrimination: direct, indirect and positive:

- Direct discrimination is where a person, in a group of people with the same or similar circumstances, is treated less favourably than the others in the group because of their race, gender, disability or sexuality.

- Indirect discrimination occurs where the effect of certain requirements, provision or practices imposed by an organisation has an adverse impact disproportionately on one group or other. Indirect discrimination generally occurs when a rule or condition, which is applied equally to everyone, can be met by a considerably smaller proportion of people from a particular group; the rule is to their advantage and it cannot be justified on other grounds.
- Positive discrimination is in favour of those who were formerly discriminated against, especially in the provision of social and educational facilities and employment opportunities.

The LTA's equality and diversity policy www.lta.org/equality sets out our commitment to opposing all forms of discrimination. The LTA will ensure that its employees, members, volunteers, players, officials, affiliated place to plays and customers are not discriminated against on the basis of any of the following:

- race, colour, ethnic group or national origin
- gender or marital status
- disability
- sexuality or sexual orientation
- age
- employment status
- actual/suspected HIV/AIDS
- religion and faith
- unrelated criminal offences/ex-offenders (subject to any legal or public interest constraints)
- responsibilities for children or dependents

Harassment can be described as inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:

- It may be related to gender, race disability, sexuality, age, religion, nationality or any personal characteristic of an individual
- Under the terms of the Criminal Justice Act 1994, harassment was made a criminal offence, punishable by a fine of up to £5,000 and/or a prison sentence of up to six months

Victimisation can be described as treating an individual less favourably than one would treat others because the individual has made a complaint of discrimination, given evidence about such a complaint or raised a concern under the Public Interest (Disclosure) Act 1998.

‘Positive action’ refers to a number of methods designed to counteract the effects of discrimination and to help eradicate stereotyping. It can be initiatives or activities that attempt to redress imbalances by providing extra help, doing things in a different way or promoting opportunities in targeted places and to targeted groups. Under this broad meaning, positive action may include actions such as the introduction of discriminatory selection procedures, and training programmes or policies aimed at preventing sexual harassment. An example of positive action being taken is the employment of a female coach to lead a session aimed at women, to specifically encourage uptake and participation by female players.

Prejudice is literally pre-judging someone. It is usually led by negative, irrational feelings, resulting from preconceived attitudes and opinions

Stereotyping is grouping or labelling people because they are members of a particular ‘visible’ group, and assuming that they have particular traits that are considered to be characteristics of that group

Dignity is about respectful, responsible, fair and humane behaviour, something that is reflected in the constitution.

Disadvantage is where, as a result of discrimination, an individual or group is deprived of some or all resources and opportunities. This may affect people directly or indirectly.

Social exclusion is when people or areas suffer from one or a combination of linked problems such as unemployment, poor skills, low income, high crime environments or lack of facilities.

Complaints Policy

This policy tells you how to make a complaint at Belvoir Vale Tennis Club

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at the place to play.

There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing.

We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint?

Complaints will usually be handled by senior staff and officials. Useful contact details have been included at the bottom of this policy.

- Management committee: you can speak to any of our officials/committee members
- Coaches: any of the coaches can also tell you how to make a complaint
- Child Protection Officer: if you are a child, or if you are worried about the safety or welfare of a child
- Anyone else involved at the place to play that you trust

The address for written complaints has been included at the bottom of this policy.

What will we do to investigate?

We will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact at the place to play. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then a small committee of senior officials will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint. They might decide to take the following action:
 - Formal disciplinary action under the rules of the place to play
 - Formal disciplinary action against a member of staff
 - Changes in formal contracts or arrangements put in place by the place to play

- A decision to refer the case to another organisation such as the LTA, Police, or Social Services.
- Closure of your complaint without action

Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside the place to play:

- You need urgent advice about someone's safety or welfare
- You don't want to discuss the issue with someone at the place to play
- Your complaint is very serious
- Your complaint involves other organisations
- You need specialist advice

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at the County LTA
- The National LTA Child Protection Department (24hrs)
- Childline, or the NSPCC advice line, local Social Services, Police

Questions or queries about this policy

If you have a general query about this complaints policy, you should speak to the following person:

Name/Committee Member – Steve Wainwright

Address – The Paddock, Peacock Farm, Redmile, Notts NG13 0GQ

Contact Number/Email – 07803-953927 / steve.wainwright@tarmac.com

Feedback Policy

To help us improve the facility and the activities that run within it, the committee welcome feedback from all our members and users.

We are always looking at ways to improve the programme of activity to ensure all ages and abilities are catered for, including coaching, competitive (internal and external) and social opportunities.

There are currently the following opportunities available to members to offer constructive feedback:

- AGM (Annual General Meeting)
- Committee members (email or in writing, see details below)
- Annual anonymous member survey
- Suggestion box located on the notice board

You are able to pass on your feedback in writing addressed to the chairman at the following address....Belvoir Vale LTC, off Hose Lane, Mount Pleasant, Hose, Melton Mowbray, Leics LE14 4JR

Chairman: Steve Wainwright