

## **Gosforth Garden Village**

### **Code of Conduct and Complaints Policy**

**May 2021**

#### **Introduction**

This code of conduct policy 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. So below we have set out the minimum standards of behaviour that members are expected to follow.

Should a breach of the code of conduct occur, a complaints and sanctions process is set out below.

#### **Aims of the code of conduct**

The aims of this code of conduct and policy on court etiquette 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 and sanctions process so that any issues can be addressed.

#### **Standards of behaviour**

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

Unacceptable behaviour includes but is not limited to the following :

- Being abusive or showing aggression towards another member or player
- Swearing
- Racquet throwing
- Intimidating another player
- Calling into doubt the integrity of another member or player such as by repeatedly querying line calls.

## Court Etiquette

Tennis etiquette covers different areas from those addressed within the rules of the game. Etiquette covers a range of actions and behaviours which are considered acceptable on and around the tennis court.

- Welcome new members and players to the Club irrespective of their experience of the game and their level of play.
- Show respect and courtesy to your partner, your opponents and others on or around the courts.
- If a dispute occurs during a match, take it off court and away from other players on the adjacent court.
- Do not walk behind the other court when a point is in progress to avoid causing a distraction.
- During play and particularly between games keep the amount and volume of conversation to a minimum so as to avoid distracting players on the other court.
- If a ball from the adjacent court strays onto yours do not hit it back immediately but do so when the players on that court are ready and then hit it to the server's end of that court.
- Courtesy to your opponents should include leaving the court together at the end of a match (subject to Covid-19 guidance).
- Before crossing a court to get to yours, wait for the conclusion of the point or if the match is a competitive one wait until the end of game, or until you are invited to cross, and do so as quickly as possible.
- If your ball rolls onto an adjacent court, wait for a break in the play in that court before politely requesting its return rather than retrieving it yourself.
- Only call the lines on your side of the net.
- Call clearly on the basis of what you honestly believe to be correct.
- If you are not certain, or did not see the ball clearly, the point must be given in favour of the opponent.
- If occasionally you have serious doubt over a line call, ask your opponent(s) politely if they are certain as to the accuracy of their call, and if they are, move on and play the next point.

- Players should wear recognised tennis clothing of any colour together with tennis footwear. Tennis footwear is required both to promote safety and also to prevent damage to the courts.
- Mobile phone calls should not be made or received on court: leave the court to make or receive a call.
- Mobile phones taken onto court should be switched off, or put on silent or vibrate mode, so as to avoid creating a distraction.

### **Complaints and Sanctions Process**

- If any member(s) believes they have experienced either a breach of the code of conduct or a serious breach of court etiquette, then they should contact a committee member. If the complaint relates to a committee member, they should approach the Club Secretary or Chairman.
- A Subset of the Committee (3 Committee members) will be appointed by the full committee and they will arrange a meeting with that member(s) to discuss the issue. They will also aim to arrange a meeting with the person(s) who are the subject of the complaint. Written evidence of the incident may be submitted by anyone involved in the complaint for the record.
- Once they have deliberated and decided on a course of action with regards to the complaint, the Subset members will arrange a feedback meeting with the member(s) concerned.
- A written record of the complaint and any submissions should be retained and electronically scanned for future reference.
- In the event of a complaint being upheld, the Committee will exercise its authority in accordance with club rules. They can impose one or more of the following sanctions on a member found to be in breach of this code of conduct or in serious breach of court etiquette.
  1. A warning as to future conduct.
  2. Suspension of a member from membership and from ClubSpark access.
  3. Exclusion of a non-member from the club.
  4. Expulsion of a member from the club.
  5. Another sanction not specified above deemed appropriate.