



Code of Conduct

Redland Green Club is a sociable friendly club. Its run by members for members for the enjoyment by all. We request that all members help keep it that way by abiding by the following code.

In general:

- Respect all other members of the club, irrespective of age, gender, ethnicity, colour, religion, sexual orientation, or playing ability, and offer equal opportunity to play to all. Be sensitive to the feelings of others and endeavour not to offend those feelings.
- Respect all those who work on the club's behalf: everything is achieved by people who volunteer their time and energy, so your cooperation and collaboration is very welcome.
- Leave the clubhouse and courts as you would expect to find them – free of litter, clean and tidy.
- Well behaved dogs are welcome at most times at the club. Dogs must be kept on a lead and under control at all times. The Board reserves the right to request that a member's dog is not brought to the club if it is felt that the dog is not under proper control. With the exception of guide dogs, dogs are not permitted in the clubhouse. Members are responsible for clearing up their dogs' mess immediately. There may be ad hoc events to which dogs may not be brought into the club. Members will be notified of these at the relevant time.

On court:

- Members must wear appropriate footwear on court and suitable kit for training sessions and matches.
- Encourage fair play and discourage disputes over line calls. If you cannot agree, offer a let. Offer encouragement not criticism to other players.
- Do not blaspheme on court or abuse any person, racket or court equipment.
- Accommodate each player's needs in 'warm-ups'. Don't have a lengthy warm-ups. Keep to 5 minutes or less.
- Call the score as server, after every point and after every game. All racket sports at the club are self-umpiring. In tennis, if a ball from another court interferes with play on your court, it is better to immediately take the point again than argue whether or not it affected the outcome of that point.
- During serious competitive play, such as league, spectators should minimise excessive or irritating noise and/or movement when near the players. We request that mobile phones and other communication devices be switched off.
- In tennis, if there is play on court 1, please wait until a suitable break in play before walking across to court 2. The same applies to tennis courts 3, 4 and 5. If there is play on the nearside courts please wait until a suitable break in play before proceeding to your court.
- For tennis, wait for a suitable break in play to: walk behind a court; enter or leave a court; return a stray ball from an adjoining court; retrieve a ball that has gone onto another court.
- All accidents must be noted in the Accident Report Book. This and a first-aid kit are situated on the bar counter in the clubhouse.

- Finally, if you are playing for Redland Green Club in a league match or a friendly competition, remember you are also an ambassador for the club and as such you represent the club: be as competitive as you can, of course, but do respect your opponents and be courteous at all times.

How do I make a complaint?

In the event that any rackets member feels that they have suffered inappropriate standards of behaviour by another member, breach of sports etiquette or club rules in any way, they should follow the procedure set out under “Resolving Differences” below.

Resolving differences

In the event that any member feels that they have suffered, experienced or witnessed inappropriate behaviour by another member that was in breach of the Club Code of Conduct or Club Rules in any way, they should following the procedures below.

The Complainant should report the matter in writing or by email to the Chairperson, copying in the Club Manager. The report should include:

- Details of what occurred.
- Details of when and where the occurrence took place.
- Any witness details and copies of any witness statements.
- Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed).
- Details of any former complaints made about other incidents, including the date and to whom such complaint was made.

The Chairperson will inform the person subject to the complaint about the complaint and ask for their response. If the person holds their hand up, the process stops here. If they don't, then their side of the story should be invited.

The Chairperson will lead an attempt to arbitrate informally, keeping a record and giving an explanation that, if not resolved informally, the process will become a formal review. Only if this informal process fails should the next step be initiated.

If informal arbitration by the Chairperson cannot resolve the complaint, the Chairperson will convene a Disciplinary Panel. The Panel will consist of two Board Members, the Chair of the Relevant Sports Committee (if relevant) and two other members nominated by the Board (they do not have to be Board Members). For the avoidance of doubt, the Chairperson or any other parties involved in arbitrating the dispute will not be involved in the Panel or in the selection process of Panel members, or in any other role below.

The Disciplinary Panel will agree a date upon which to meet and review the evidence. The party or parties against whom the allegation has been made will be advised of the date of this meeting in writing and will receive 14 days' notice. In serious cases of misconduct the Board may decide to suspend the party/ies and such suspensions will be notified in writing.

The Club Manager will gather all written case evidence, including witness statements and other supporting papers and circulate these to the Panel and to the party/ies who will be given the opportunity to attend the Review Meeting and present their evidence and make representations in person. The Panel may also invite and interview other parties involved in the incident and/or witnesses. Proceedings of the Review will be minuted.

After reviewing a case the Panel will produce a written report of their findings and make recommendation as to any action felt appropriate. They may recommend one of the following outcomes:

- No further action, with written reminder of the Club's policies and expectations of it.
- No further action, with notice that the matter will remain on file and the club will consider cessation of club membership should there be any future cause for concern in relation to this or any other matter arising.

- Notice of cessation of Club membership and/or duties either at the end of the current Club year or with immediate effect. Where immediate cessation of Club membership is imposed no refund of membership fees paid will be due.

The Club Manager will present the report to the Board for final decision.

On receipt of the Panel's report the Board, who have discretion to depart from the Panel's recommendations if considered appropriate, will determine the action to be taken. They will either agree with the recommended decision of the Disciplinary Panel or may amend/change the decision. At least two-thirds of the Board then present must agree on the decision.

The Club Manager will write to the party/parties confirming the Panel's findings and the subsequent Board decision. The party/ies have the right to appeal against the decision and must submit written notification of this intention with 14 days of the date of the decision letter.

Appeals against decisions made by the Board must be made in writing to the Club Manager. The matter will then be put to the Club's members in general meeting and decided by a majority vote of members present and voting at such meeting.