



The Club fully supports the LTA's Equality and Diversity Policy as described below:

## Equality and Diversity Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and ensure members, non-members and visiting teams are not denied access to our tennis venue because of a discriminatory reason. An explanation of the different types of discrimination can be found in the LTA / Tennis Foundation Equality and Diversity Policy – [www.lta.org.uk/equality](http://www.lta.org.uk/equality)

This policy is fully supported by the management committee who are responsible for the implementation and review of this policy. Therefore we will adhere to the following:

- a) Take responsibility for setting and upholding standards and values that apply throughout the tennis venue at every level, so tennis can be enjoyed by everyone who wants to participate.
- b) Demonstrate a commitment to eliminating discrimination by reason of age, gender, gender reassignment, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities and an inclusive welcoming environment.
- c) Ensure that employees, members, non-members and visiting teams are treated fairly and with respect and ensure that all members of the community regardless of their ability have access to and opportunities to take part in, and enjoy its programmes of activities, competitions and events.
- d) Oppose all forms of harassment, bullying or abuse towards an individual or group whether it is physical, verbal or online that is based on any of the characteristics listed above or for any other reason. Any incidents of this or a similar nature will be treated seriously and subjected to the appropriate disciplinary process.
- e) Ensure there is an immediate investigation of any complaints of discrimination on the above grounds, once they are brought to the attention of the tennis venue. Complaints will be dealt with in accordance with the complaints policy and, where such a complaint is upheld, the management committee may impose such sanctions as it considers appropriate and proportionate to the discriminatory behaviour.
- f) Promote a culture that encourages the learning and development of coaches and volunteers in order to achieve greater diversity and inclusion within tennis. As a minimum the Head Coach and at least two volunteers will undertake the LTA's Equality, Diversity and Inclusion Training.
- g) Support, promote and enforce the LTA/Tennis Foundation Fair Play values <http://www.lta.org.uk/fairplay> within all tennis activities and environments.
- h) Be committed to and deliver a policy of fair and equitable treatment for all members and employees and require all members, employees and volunteers to abide by and adhere to these policies and the requirements of the Equality Act 2010 as well as any amendments to this Act

or any new equality legislation.

i) Be committed and take action to create an inclusive environment that is welcoming and seeks to improve representation across all groups and participation at all levels within tennis.

## Lodging a Complaint

In the event that any employee, member, volunteer, visitor or visiting team feels that he, she or they have 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 Welfare Officer 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) after reviewing the complaint and supporting evidence 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.