

DUFFIELD SQUASH AND TENNIS CLUB

CODE OF CONDUCT AND DISCIPLINARY PROCEDURES

All members of Duffield Squash and Tennis Club (DSTC) are deemed to have accepted and be bound by the current Constitution, Bylaws and Policies (all of which are on the Club Websites), the Codes of Conduct of [England Squash](#) and the [LTA](#) and the on court/user protocols of each section of DSTC (attached below).

DSTC expects all members, volunteers and employees to treat each other and visitors with respect the rights, dignity and worth of all other members, participants, employees and visitors regardless of age, gender, ability or disability, race, nationality, ethnic origin, religion or belief, or sexual identity. The club will not tolerate harassment, bullying, verbal or physical abuse, discrimination or victimisation of any member, employee or visitor and will take positive action if such actions are reported.

Any safeguarding concern or complaint alleging any type of discrimination will be reported to the Welfare Officer, or their deputy, who will take matters forward as outlined under DSTC's Safeguarding Policy and Diversity and Inclusion Policy.

Other complaints regarding conduct will be managed by the council. In the first instance, complaints may be resolved informally by speaking with the council secretary, council chair or any other council member, who will speak with all individuals concerned, to try to resolve the issue, with apologies from either or both parties if appropriate. In every case which is resolved in this way, the council member who deals with the matter will, within five working days, provide a written summary to the welfare officer, so that a full record of all complaints resolved informally is held confidentially.

But if a complainant considers that the issue cannot be resolved informally, or if an informal process has not resolved matters to the satisfaction of all parties, then the formal complaints process should be used.

Formal complaints will be dealt with in accordance with the complaints procedure below. If the complaint is upheld, sanctions may be imposed which are considered appropriate and proportionate. This may include a written warning, suspension, exclusion or expulsion from DSTC, as provided for under the constitution, and in extreme cases involving gross misconduct (e.g. any which involve an alleged criminal offence) referral to the Police.

Definitions as to an act of gross misconduct

Offences of gross misconduct include but are not limited to:

- a) any serious or persistent breach of any of the terms of this document or actions as defined in the constitution
- b) wilful neglect in the discharge of their duties as defined in the constitution
- c) any dishonesty or fraud of whatever kind whether perpetrated against the club or a third party
- d) being convicted of any criminal offence other than an offence which in the reasonable opinion of the council does not affect their engagement by the club
- e) breaching any safeguarding, health and safety rules and / or being guilty of actions which endanger others at the club others whilst at the club
- f) behaving in a disorderly or indecent manner or committing an act of harassment or discrimination for which the club may be held liable under English and Welsh law and as

defined in the constitution

- g) drinking alcohol to excess or taking illegal drugs or being in possession of illegal drugs during their time on the club's premises or facilitating others to possess or consume illegal drugs at any time on the club's premises

DSTC Complaints Procedure

1. The Complainant should report the matter in writing to the council secretary or chair if a conflict arises.

The report should include:

- (i) Details of what is alleged to have occurred;
- (ii) Details of when and where the alleged occurrence took place;
- (iii) Any witness details and copies of any witness statements;

2. If the subject of the complaint is an employee of DSTC, the terms and conditions of their employment contract will be followed in all matters.

3.1 If the subject of the complaint is a non-employee of DSTC, the complaint will be considered by a panel of three ("the Panel"). This will include (i) Council Secretary, (ii) the Welfare Officer and (iii) one other Council member, or if any of those specified in (i) - (iii) inclusive are unable to act, and to ensure the Panel comprises three persons, an appropriate number of suitably-experienced members of the wider club (ensuring that one of the substituted Panel is from the section of the membership to which the complaint relates), who is / are independent of the original alleged incident. The chair should only be called upon if there is an appeal to the outcome of the initial hearing.

3.2 Should a complaint of alleged gross misconduct be made, the club reserves the right if appropriate to engage an external legal expert to advise the Panel on how the matter should be processed.

4. The Panel :

4.1 will request that both parties to the complaint submit written evidence regarding the incident(s). If either party has recognised learning and/or communication needs, a member of the safeguarding team, other than the welfare officer, will assist them;

4.2 may decide to uphold or dismiss the complaint without the need for a formal hearing subject to speaking to both parties, either individually or together and agreeing a consensual result; or

4.3 may decide to hold a formal hearing within 28 days on a mutually-agreed date (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend, each with a third party if wished, and present their case. If any party declines to attend the hearing, the matter will proceed using their available written evidence;

4.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any club policy or against whom a complaint is upheld:

- (a) Warn in writing as to future conduct;

(b) Suspend from membership and give a duration to the member of the length of the suspension;

(c) Remove from membership with immediate effect, subject to an unsuccessful appeal;

(d) Exclude a non-member from DSTC, either temporarily (and give a duration to the member of the length of the temporary exclusion) or permanently; and

(e) Turn down a non-member's current and / or future membership applications;

4.5 will advise both parties of the decision to uphold or dismiss the complaint within 28 days of such decision being made.

5. If either party wishes to appeal any decision including a decision not to hold a hearing, they must notify one of the panel members within 14 days of the receipt of the decision, in which event the matter will be referred to an appeals committee appointed by the council on a needs basis.

5.1 An appeals committee will comprise the chair and two (2) members of long-standing, who do not serve on the council or any sub-committee

5.2 An appeals committee will consider the evidence and at its sole discretion determine whether or not to seek further evidence and/or hold a hearing.

5.3 An appeals committee will have the same powers as detailed in paragraph 4.4 above and will advise both parties of its decision within 28 days of such decision being made.

5.4 The outcome of the appeals committee is final.

5.4.1 While there is no option to appeal the decision of an appeals committee, a member who is suspended will automatically have their membership restored to the level prior to the suspension once that suspension has finished, assuming there have not been any issues raised during the suspension period that causes the suspension to be extended or changed to a permanent exclusion.

6. All meetings, hearings and decisions made, including those relating to appeals, will be recorded in writing by a minute taker, who is independent of the original incident, and who will ensure that a full written record is lodged with the welfare officer.

6.1 Any decisions made by the Panel without the need for a hearing will be recorded by them, and the written record lodged with the Welfare Officer.

Squash and Racketball Court Code of Conduct and Playing Etiquette

This Code of Conduct and Playing Etiquette is in addition to following the England Squash Code of Conduct and outlines the standards of Conduct and Etiquette always expected from all individuals, in any role, within Squash and Racketball at Duffield Squash and Tennis Club (DSTC).

1. Players - Conduct and Etiquette

- 1.1. When arranging matches with other members, always be sure to transfer half of the court fee to whoever booked the court.
- 1.2. Always arrive in plenty of time to in order to park, change and warm up before the start of the match.
- 1.3. Always ensure that you have the correct non-marking footwear and that these have not been used for outdoor activities.
- 1.4. If you notice a blood injury during play, suspend play and attend to the injury. If the blood flow continues then play must cease. Any blood spillages must be cleaned up from the walls or court floor immediately.
- 1.5. If you notice that your Squash grip is 'flaking or crumbling', suspend play and change your racket. If you cannot replace your grip then stop play immediately. Most court floor damage is due to degrading squash grips which fall to the floor and are then trodden into the floor during play. Accelerated grip degradation is also caused by keeping your racket in your car overnight, especially during the winter months.
- 1.6. If your session has expired and other players are waiting to start their session, please leave the court promptly. Do not try to finish a game or start a new rally.
- 1.7. Please bin any empty bottles after use.

2. Team Captains - Conduct and Etiquette

- 2.1 Always ensure that the opposing team are aware of the start time for the match.
- 2.2. Always ask both Home and Away teams to arrive in plenty of time to in order to park, change and warm up before the start of the match.
- 2.3. Ensure that Home teams have enough players to start the match and to also mark the games.
- 2.4. Always ensure that the Kitchen is left clean and tidy after food is served and the oven is switched off.
- 2.5. Ensure Team Match fees are paid after each match.
- 2.6. Ensure Scorecard is completed and submitted to the league as per rules of the appropriate League.

3. Coaches - Conduct and Etiquette

- 3.1. Always ask your students to arrive in plenty of time to in order to park, change and warm up before the start of the match.
- 3.2. Always ensure that your students have the correct non-marking footwear and that these have not been used for outdoor activities.
- 3.3. Ensure that students have and are wearing eye protection if U19 when on court, even if using sponge balls.
- 3.4. Always ensure that equipment is in good safe working order and that equipment is tidy during use and not causing a hazard in the corridors behind the courts.
- 3.5. Ensure that all equipment is put away immediately after sessions have finished so as not to cause a hazard to the following user.

4. Parents and Guardians - Conduct and Etiquette

- 4.1. Always ensure you and your child to arrive in plenty of time to in order to park, change and warm up before the start of the match.
- 4.2. Always ensure that your child has the correct non-marking footwear and that these have not been used for outdoor activities.

4.3. Ensure that your child has and is wearing eye protection if U19 when on court, even if using sponge balls.

5. Spectators - Conduct and Etiquette

5.1. Please do not talk during matchplay. If you need to have a discussion, then please take the conversation into the bar area.

5.2. Please remove your empty glasses back to the bar area after sessions and matches.

Tennis Court Code of Conduct and Playing Etiquette

In addition to following the LTA Code of Conduct, all members and parents involved with the tennis section should:

Wear suitable kit for all play.

Keep to agreed timings for training, play and competitions, or inform their coach or team captain if they are going to be late.

Signal politely to the players on court if you are waiting for a booked court, but allow them time to finish their present game before claiming it.

Players should not use their mobile phone on court.

Pay any fees for coaching or events promptly.

Smoking and drugs are not permitted.

Only use the floodlights in accordance with planning permission conditions. Do not use only "borrowed light" from a neighbouring court.

At social tennis sessions, play a tiebreak at 4-4 if others are waiting.

Members bringing their children to the courts are responsible for their behaviour.

Spectators should not offer advice, make adverse comments or call out during games, and should speak quietly if phone use is essential.

On court for both social and match play:

Serve when the opponent is ready.

The server should call the score after each point.

If a train is passing, do not serve until it has passed.

Each side should call their own lines, the call is the opponents' if the ball is at their end.

The server should call the score before serving the next point – loud and clear!

Always have two balls ready to serve. If you can't keep the second, in doubles ask your partner to hold it.

Don't return serves that are out.

Make sure the server has sufficient tennis balls, but don't send balls to them when they are clearly ready to serve.

Call clearly, but don't call anything if a ball is in! And do call balls that are well out, because the line/ball may be obscured by another player.

If there is some agreed doubt about a call, play the point again.

If a ball goes onto another court, wait for a pause in play before asking for it to be returned or fetching it. Return balls to other courts politely.

Always interrupt play to clear stray balls which could be a hazard.

Always go round the net, not over it.

Do not walk behind players if they are playing a point. Where there are dedicated gates, please use these.

Do not make a noise e.g. groan or 'oh no!' when you hit a ball you think will be out, etc, as this is distracting.

In addition, in matches:

Always introduce yourselves at the start of a match, and shake hands at the end.

Away team players stay on the same court, while home pairs always move courts.

Take time to communicate with your partner, before and during the match.

There is no need to apologise to your partner for poor shots – you need only apologise if you haven't been trying!

Enjoy your tennis – encourage your partner (and yourself) and create a friendly, welcoming atmosphere for visitors. Have fun!

Parents and carers should:

Show an interest in their child's tennis, but never force their child to take part.

Ensure their child understands what is expected of them and the importance of fair play.

Encourage their child to learn the rules of tennis and play within them.

Discourage unfair play and arguing with officials, and accept judgments made by officials.

Help their child to recognise good performance, not just results.

Set a good example by recognising fair play and applauding good performance by any player.

Never punish or belittle a child for losing or making mistakes.

Use correct and proper language at all times.

Respect the coaches' decisions on the level of tennis appropriate for their child.

Not communicate with their child or interfere with the on-court helpers and referees during a match.

Be patient. Steady progression is unusual in children; peaks and plateaux are common.

Deliver and collect their child punctually.