

Code of Conduct

(26/08/2026)

1. Introduction

East Gloucestershire Club Limited ("Club") is committed to maintaining the highest standards of behaviour and providing a safe, welcoming and inclusive environment for all people attending the Club including members, employees, coaches, parents/guardians, visitors and contractors.

This Code of Conduct ("Code") forms part of the Club rules and applies whilst playing on court, in the clubhouse or surrounds, at Club events and in any activity directly or indirectly connected with the Club, including social media and other electronic means of communication. It covers breaches of Club rules, sports/competition regulations and any conduct that is inappropriate, unlawful, unsporting or likely to bring the Club into disrepute. It is deemed to include the documents more specifically referred to in paragraph 4 below, each of which are available on the Club's website.

The Club expects everyone to treat others with courtesy, dignity and respect. Bullying, harassment, discrimination and any other form of unacceptable behaviour will not be tolerated. All complaints will be treated seriously and investigated fairly, sensitively and promptly as per the Club's disciplinary procedures.

2. Standards of Behaviour

All individuals utilising the Club's facilities are expected to:

- treat members, employees, coaching staff and all visitors with respect;
- follow all Club rules and the normal etiquette for the sport being played;
- demonstrate good sportsmanship and consideration for others;
- behave responsibly both in person and online;
- help maintain a friendly, welcoming and inclusive atmosphere; and
- follow safeguarding requirements for children and vulnerable adults.

3. Examples of Unacceptable Behaviour

These are wide ranging and include (without limitation):

- Abusive, offensive or threatening language or attitude;
- Bullying, harassment or discrimination;
- Intimidation, humiliation, ridiculing, demeaning or deliberate exclusion of others;
- Physical aggression or threatening conduct;
- Spreading malicious rumours or using email or social media to target, intimidate or offend;
- Conduct that is unlawful or damages the reputation of the Club;
- Actions or omissions that are unsafe or likely to damage equipment and property;
- Participating in Club sports or other games whilst clearly under the influence of alcohol or drugs;
- Misuse of authority that undermines, humiliates, causes, or is calculated to cause, distress to another person;
- Unwelcome physical contact or sexual advances and improper attitude to gender diversity;
- Inappropriate comments or jokes;
- Intrusive questioning about a person's private life; and
- Mocking or mimicking someone's disability.

For the avoidance of doubt each of the above may arise by means of the conduct of an individual or a group of persons acting together and the effect of such conduct may be either direct or indirect.

4. Legislation and Club Rules

The behaviours defined above are based on a combination of current UK legislation and Club rules.

The Equality Act 2010 is the main UK law that protects people from discrimination, harassment, and victimisation. This provides a legal right against unfair treatment in nine key protected areas as follows:

- Age; Disability; Race and Ethnicity; Sex; Sexual Orientation; Religion and Belief; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity.

In addition to the Equality Act there are also various Employment Acts governing workplace rights and non-discrimination for staff. Each of these statutes applies our Contracts of Employment and Staff Handbook.

Our Club rules and procedures cover court/course/event/facility booking processes and playing regulations, and also embrace general guidance from the governing bodies of our sports. They include the following:

- Articles of Association; Club Regulations; Vision, Mission and Objectives; *this* Code of Conduct; General Site Rules; Ladder Rules; Tennis Etiquette; Coaching Courses T&Cs; Pay & Play T&Cs; Website T&Cs; Member, Guest and Visitor Service Charter; Facilities Hire Summary; CASC Status; Membership T&Cs; MOC Portal User Guide.
and Policies on Safeguarding; Privacy; Whistleblowing; Anti-sexual Harassment; Gender Diversity; Diversity and Inclusion; CCTV, Video and Photography; Visitors and Guests; Club Team Matches; Weather Disruption, Cancellations and Refunds; Online Safety and Communication.

5. Reporting Concerns & Complaints

Anyone who experiences or witnesses behaviour that may amount to a breach of this Code should report it to the Club Manager, Club Chair, or any member of the Board of Directors. Individuals will not be disadvantaged for raising a genuine concern or supporting another person in making a complaint.

Reported breaches of this Code will be dealt with under the Club's disciplinary procedures (Guidelines for Complaints and Disciplinary Matters). All concerns will be investigated objectively, thoroughly, fairly and, wherever possible, confidentially. This will take the form of an initial investigation, followed, if necessary, by a formal disciplinary hearing led by a Board member.

6. Disciplinary Action

The list of behaviours defined above is not exhaustive, and the Club reserves the right to take action where any behaviour falls below the standards expected. Any disciplinary action taken will be more severe for repeated offences.

Depending on the seriousness of the matter, action may include a warning as to future conduct, requesting a formal written apology, suspension or termination of Club membership, temporary or permanent expulsion from attending Club as a visitor, or other appropriate sanctions.

The Club's disciplinary process allows either an offender or a complainant to appeal a disciplinary decision. This would be dealt with by a panel of three directors each of whom did not take part in the original process, to be appointed by the Chair of the Board of Directors. In certain circumstances if the disciplinary action is that Club membership has been terminated, the Club's Articles of Association allow a further final appeal to be made to the Club and to be decided at a General Meeting.

7. Policy Review

This Code is available to all members, employees and visitors through the Club's website and appropriate noticeboards. It will be reviewed regularly and updated so that it remains in line with best practice and reflects changes in law and sport regulations. Feedback is welcomed from members, staff and visitors to ensure that this policy continues to meet needs of all groups and ensures good behaviour.