

# Milton Keynes Tennis Club

## 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 Milton Keynes Tennis Club because of a discriminatory reason.

- a) Milton Keynes Tennis Club is responsible for **setting and upholding standards and values** that apply throughout the club at every level, so tennis can be enjoyed by everyone who wants to participate.
- b) Our commitment is to **eliminate 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) Milton Keynes Tennis Club ensures that **employees, members, non-members and visiting teams are treated fairly and with respect** and ensures 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) Milton Keynes Tennis Club **opposes 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) Milton Keynes Tennis Club will ensure there is an **immediate investigation of any complaints** of discrimination on the above grounds, once they are brought to its attention. 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) Milton Keynes Tennis Club promotes 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) Milton Keynes Tennis Club supports, promotes and enforces the LTA/Tennis Foundation Fair Play values within all tennis activities and environments.
- h) Milton Keynes Tennis Club is committed to deliver a **policy of fair and equitable treatment** for all members and employees and requires 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) Milton Keynes Tennis Club is 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.

## Club complaints procedure

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 **Milton Keynes Tennis Club 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 Milton Keynes Tennis Club 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 of the Club, the Club 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 of the Club, the Club's committee or representatives of the 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 Club 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 Club, 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.
  
4. Either party may appeal a decision of the committee to the County Association (including a decision not to hold a hearing) by writing to the [County Secretary] within 3 months of the Club's decision being notified to that party.
  
5. If the nature of the complaint is with regard to the club's committee or other body or group in the Club, the member/visitor has **the right to report the discrimination or harassment** directly to the **Bucks LTA**.