

BROADSTAIRS AND ST PETER'S LAWN TENNIS CLUB REGULATIONS 2011

These Regulations were made by the Club's Committee on 14 March 2011 in accordance with Paragraph 16 of the Club's Constitution (now Paragraph 17.1 of the Club Rules adopted at the 2011 AGM).

Child protection. The Club has a child protection protocol and policy which is administered by the Club's Child Protection Officer (CPO) to whom all queries should be addressed. Juniors are encouraged to contact the CPO if they have been bullied, treated unfairly or subjected to any inappropriate suggestion or behaviour. Only Club members who have been approved by the CPO and the Committee may supervise junior group activities and coaching. Juniors may not play at the courts without adult supervision, nor may they use the Lobster ball machine without adult supervision. This does not apply to Junior Senior members who are aged 16 or 17.

Data Protection. The Club follows the legal requirements of the Data Protection Act. All written and graphical material produced by a member for the Club is the property of the Club.

Keys. Court and Clubhouse keys are issued to members on payment of a deposit to the membership secretary in accordance with the following issuing policy and which members must not circumvent (eg by loaning a key to a junior):

Type of membership	Courts/toilets	Clubhouse
SENIOR 18 and over (including full time students and country members)	Issued for £10 deposit (covers both keys)	
JUNIOR SENIOR (Aged 16 or 17)	Issued for £10 deposit	Not available
OTHER JUNIORS SOCIAL MEMBERS	Not available	Not available

Coaching. Only coaches who are Club members and who have been approved by the Committee may coach at the Club.

Property. The Club is not liable for loss of or damage to a member's property. The Committee suggests that the Clubhouse is kept locked whilst playing to reduce the possibility of theft.

Priorities. The juniors have priority on courts 4 and 5 except during social tennis on Tuesday and Thursday evenings and during Sunday Morning tennis (10am to noon). Matches and tournaments take priority over other Club play.

Clothing. There is no dress code but members must wear proper tennis shoes with flat soles which will not mark the court.

Facilities. Only members who have the permission of the Committee may bring a car down the footpath and must ensure that the post and padlock are replaced in position on leaving. The last member leaving must ensure that the Clubhouse, toilets, storage shed and all courts are locked and that no juniors are left unattended.

Team selection. Members who wish to participate in the Club's teams should inform the Club Captains. The best players will be nominated for all teams and all players will be asked before they are nominated. Team nominations will be decided, twice a year, in discussion between the Men's captain, Ladies' captain, and all team captains. Team nominations will be decided using the following criteria:

- Standard of play;
- Availability;
- Commitment;
- Team spirit;
- Court etiquette.

Etiquette and procedures

- The Rules of Tennis are in the Clubhouse.
- A maximum of 4 balls can be taken on a court (except during an organised coaching session).
- Please do not walk across or past courts in play, or retrieve balls, until a point is finished.
- Members are encouraged to use the footpath gate to courts 4-6 when courts 1 and 2 are in use.
- If there is dispute about a point or a score, replay the point or the game.
- Please be polite and respectful to all members, to visitors and to members of the public walking past the courts.
- During social tennis sessions, if the courts are busy and there are people waiting to play, please join up with others to play doubles rather than singles, and play short sets (first to 6). On all other occasions play a tie break if the score reaches 6 all.
- Players may not hit a ball hard in anger when not in play, or throw a racquet, or use offensive language.
- Members must not misuse facilities or equipment - this includes leaning or swinging on the nets or the wire fencing round the courts.
- Smoking is prohibited in the Clubhouse and on the Courts. Members who smoke near the Clubhouse must clear up their cigarette ends.
- Chewing gum must not be chewed on courts, nor dropped anywhere in the area of the Club.
- Mobile phone use should be kept to a minimum and only used on court in an emergency.
- During Club sessions the peg board is to be used. Add your peg at the end of the line both on arrival at the Club and when you have finished a game (winners first). The next player to pick can choose any other three players among the next eight in the line. A player who has just arrived does not have an automatic right to an early game.
- During Sunday Morning tennis, a member arriving after play has started will normally be considered for inclusion in the next round. However, where they arrive within 10 minutes of the start of the next round which has already been set up, their inclusion will only be by agreement of the person who set up the round.

Complaints policy and procedures. The policy and procedures to be followed in relation to any complaints is set out in Annex A to these Regulations.

COMPLAINTS POLICY AND PROCEDURES

Introduction

1. This policy tells you how to make a complaint at Broadstairs and St Peter's Lawn Tennis Club ("the Club") and the procedures we will follow if you do so.
2. Your complaint could be about someone's conduct or behaviour for example if you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could also be because you think someone has broken important rules or policies. You may also want to complain about the way that the Club is run.
3. It is unlikely that everyone within the Club will get on with everyone else, all of the time. The Club expects that most issues which arise between members will normally be resolved by those members themselves without recourse to an official complaint.
4. It is also unlikely that all members will be happy with the way that the Club is managed, all of the time. It is important to remember that the Committee is appointed on an Honorary basis meaning that time they devote to the Club is unpaid, and has to be combined with other things in their lives. However, members can expect the Club to be properly managed in compliance with the Constitution and for financial and other propriety to be observed at all times.

Values and principles

5. You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.
6. Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.
7. Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
8. Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.
9. Confidentiality: we treat complaints as confidentially as possible.
10. Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

How do I make a complaint?

11. If you have a complaint that you cannot resolve directly with the person concerned, it is often best to start by having a conversation with someone at the Club. The following people may be able to help to resolve your problem:

- Any member of the Club's Committee;
- Any of the Club's Coaches;
- Child Protection Officer: if you are a child, or if you are worried about the safety or welfare of a child;
- Anyone else involved at the Club that you trust.

12. You could also make a written complaint, particularly if you consider that your complaint needs to be looked into further. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

13. Written complaints should normally be made (by letter or email) to the Club Secretary as soon as possible after the incident has occurred. If for any reason you do not want to send the complaint to the Club Secretary then you may do so to any of the other Officers of the Club (ie the President, Chairman, Vice-Chairman, Honorary Treasurer, Membership Secretary, Men's Captain, Ladies' Captain or Junior Chairman).

How will we deal with your complaint?

14. Whoever receives your complaint will aim to provide an initial response or acknowledgement within five working days. If the matter is urgent, we will try to respond more quickly. Arrangements will then be put in hand with a view to resolving the issue as quickly and effectively as possible.

What will we do to investigate?

15. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

16. Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will my complaint be resolved?

17. In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities;
- An explanation or apology;
- An agreement to communicate or act differently in future.

18. If an informal resolution is not suitable, then the issues will normally be considered by the Club Committee either at its next meeting or at a special meeting if considered appropriate. It is also possible that a special Sub-Committee will be established to consider your complaint.

19. The Committee (or Sub-Committee) will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your

complaint. You, and the person complained about, might be asked to attend the meeting to set out your cases. The procedures for such hearings will be consistent with Paragraphs 7.1 to 8.2 of the Club Constitution (see Annex). A confidential record will be made of the Committee or Sub-Committee's consideration of complaints and of the action that it takes, which could include the following:

- Formal disciplinary action against a member or official under the rules of the Club;
- Changes in formal contracts or arrangements put in place by the Club;
- A decision to refer the case to another organisation such as the LTA, Police, or Social Services;
- Closure of your complaint without action

How will I know what is happening?

20. The Club Secretary (or other nominated person) will be your point of contact at the Club. They will give you details of how your complaint is being handled and the proposed timescale for doing so and will also make sure that you understand the process, and will help to answer any questions or concerns that you have. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

Is there anyone else I can talk to?

21. Sometimes it can be useful to speak directly to someone outside the Club:

- You need urgent advice about someone's safety or welfare;
- You don't want to discuss the issue with someone at the Club;
- Your complaint is very serious;
- Your complaint involves other organisations;
- You need specialist advice.

22. The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at the County LTA;
- The National LTA Child Protection Department (24hrs);
- Childline, or the NSPCC advice line, local Social Services, Police.

Questions or queries about this policy

23. If you have a general query about this complaints policy, you should speak to the Club Secretary whose contact details are in the Club Handbook and in the Clubhouse.