

Sheen Lawn Tennis and Squash Club (SLTSC)

Proposed Code of Conduct

Club environment • On-court conduct • Online behaviour

Purpose

This Code sets the standard of behaviour expected from everyone who uses, works at, coaches at, volunteers for, represents or visits Sheen Lawn Tennis and Squash Club.

It applies at the Club, at away fixtures and events, in coaching and competitions, and in all club-related digital communication.

1. Our club values

Respect	Inclusion	Fairness	Integrity
We treat everyone with dignity and courtesy.	We welcome different backgrounds, identities and needs.	We play, compete and decide matters honestly and fairly.	We act responsibly on court, around the Club and online.

2. Standards that apply to everyone

- A. Behave in a safe, respectful, inclusive and welcoming way.
- B. Respect the rights, dignity and worth of every person regardless of age, sex, gender identity, disability, race, ethnicity, religion or belief, sexual orientation, or background.
- C. Use appropriate language and tone. Abusive, intimidating, discriminatory, sexually inappropriate or deliberately provocative behaviour is not acceptable.
- D. Do not bully, harass, victimise, humiliate, threaten or exclude anyone in person or online.
- E. Play fairly, follow the rules of the game and respect officials' and organisers' reasonable decisions.
- F. Take reasonable care of your own health and safety, the safety of others, and SLTSC's facilities, equipment and reputation.
- G. Respect privacy and personal boundaries. Photography, filming and sharing images must follow SLTSC club policies and any required consent rules.
- H. Raise concerns promptly. Safeguarding concerns, discrimination, harassment, bullying and serious misconduct must be reported without delay to the safeguarding team at safeguarding@sheenltsc.co.uk. Where there is an imminent danger or threat please alert the appropriate emergency service.

3. Club environment and member behaviour

- I. Treat members, guests, coaches, staff, volunteers, neighbours, contractors and visitors with courtesy at all times.
- J. Follow booking, guest, changing-room, health and safety, and facility rules which are issued by SLTSC from time to time.
- K. Act at all times, and in all communications, in a manner which does not breach trusts conferred as club officials, team captains or team members.

- L. Do not damage property, misuse facilities, or behave in a way likely to bring SLTSC into disrepute.
- M. Members are responsible for the conduct of any guests they bring to SLTSC.
- N. Members should seek to address concerns or disagreements constructively between themselves initially but should avoid aggressive or angry confrontation or online escalation. Further concerns should be reported to the SLTSC Welfare Officers, a member of staff, a coach, captain or the relevant committee lead, depending on the nature of the issue.

4. On-court and match conduct

- O. Arrive on time, properly equipped and ready to play or coach.
- P. Warm up, play and compete with regard for safety, the condition of courts, and the enjoyment of others.
- Q. Accept line calls, officiating decisions and competition rules in a respectful manner. Query decisions appropriately; do not argue aggressively, intimidate or abuse officials, opponents, partners or spectators.
- R. The usage of foul language is not appropriate at any time on court.
- S. Encourage teammates and doubles partners positively. Do not ridicule mistakes or create a hostile atmosphere.
- T. Do not enter courts, interrupt coaching or interfere with matches unless invited or required for safety reasons.
- U. Spectators are encouraged to watch matches at SLTSC but should not interact with competing players. Spectators are expected to remain neutral observers, and repeated interference can legitimately be treated as a disciplinary matter.
- V. Exhibit fair and generous behaviour toward others when representing SLTSC at league matches, fixtures, tournaments and social events on and off site.
- W. Do not walk behind a court to get to your court until an appropriate time / until invited.

5. Online conduct and digital communication

- X. The same standards of respect apply on WhatsApp, email, text, social media, apps, websites and any future digital platform used in connection with SLTSC.
- Y. Do not post, send or forward material that is abusive, discriminatory, sexually explicit, threatening, defamatory, bullying, invasive of privacy or likely to damage the welfare of a child or adult at risk.
- Z. Do not use club-related digital spaces to intimidate, shame, gossip about or target individuals.
- AA. Use group chats for their intended purpose. Administrators should manage them responsibly, step in where necessary and escalate concerns when required.
- BB. Coaches, staff and volunteers must maintain professional boundaries online. Direct contact with children should be limited to approved channels and, where appropriate, include parents/carers in line with SLTSC safeguarding policies.
- CC. Images, video, live-streaming and personal data must only be used or shared in line with consent, safeguarding and privacy requirements.

6. Additional expectations for coaches, staff and volunteers

- DD. Prioritise the welfare of children and adults at risk over performance or convenience.
- EE. Act as a positive role model and maintain clear professional boundaries on court, in the club and online.
- FF. Ensure activities are appropriate for the age, stage, ability and experience of participants.

GG.Avoid being alone with a child or adult at risk unless exceptional circumstances apply, and avoid transporting them alone unless expressly permitted within a managed club activity.

HH.Do not use humiliating sanctions, excessive criticism, unnecessary physical contact, or conduct that could reasonably be interpreted as grooming or exploitation.

II. Report safeguarding concerns, poor practice and breaches of this Code to the SLTSC Welfare Officers or other designated person without delay.

7. Additional expectations for parents, carers and spectators

JJ.Encourage children positively and be realistic and supportive about performance.

KK.Never ridicule, berate or punish a child for making mistakes or losing.

LL.Respect coaches, captains, officials and volunteers, and avoid interfering with matches or sessions.

MM.Deliver and collect children punctually unless another arrangement has been agreed.

NN.Provide emergency contact details, relevant medical information and any support needs that the Club should reasonably know about.

OO.Help children understand and follow this Code.

8. Additional expectations for juniors

PP.Be friendly, welcoming and respectful to other players, coaches, staff and volunteers.

QQ.Listen to instructions and behave well during coaching, matches and around the club.

RR.Do not bully, exclude or make fun of anyone in person, in group chats, in gaming spaces or on social media.

SS.Speak to a parent/carers, coach, club Welfare Officer or another trusted adult if something worries you or if someone is being hurt, bullied or made to feel unsafe.

9. Reporting, response and consequences

TT.Concerns should be reported to the SLTSC Welfare Officers, a member of staff, a coach, captain or the relevant committee lead, depending on the nature of the issue.

UU.Safeguarding matters will be handled under the club's safeguarding procedures. Behavioural or disciplinary matters will be reviewed fairly, proportionately and confidentially as far as possible.

VV.The Club may respond to breaches through education, an informal warning, a formal warning, temporary restrictions, suspension, removal from an activity, or termination of membership/engagement, depending on seriousness and any repeated behaviour.

WW.Serious incidents may be referred to the LTA, the police or other external agencies where appropriate.

10. Acceptance

XX.All members, guests, staff, volunteers, coaches, parents/carers and junior players are expected to read, understand and comply with this Code.

YY.This Code should be read alongside the Club's safeguarding, anti-bullying, diversity and inclusion, photography/filming, social media or online safety, and disciplinary policies.

Implementation note for the Committee

Action	Recommended next step
Approval	Approve the Code formally through the Committee and minute the review date.
Publication	Publish it on the website, membership journey, welcome packs, coaching programme information and noticeboards.
Linked policies	Ensure the safeguarding, online safety/social media, anti-bullying, photography/filming and disciplinary procedures are current and cross-referenced.
Acknowledgement	Require coaches, staff and volunteers to acknowledge it annually; embed junior/parent versions in coaching enrolment.
Training	Brief staff, coaches, captains and committee members on reporting routes and consistent handling of complaints.

Prepared as a proposed Sheen Lawn Tennis and Squash Club code of conduct for review and local adaptation by the Committee.