



WLTC Code of Conduct

General

Windsor Lawn Tennis Club is fully committed to safeguarding and promoting the well-being of everyone using its premises and believes that it is important that members, coaches, staff and parents/guardians should, at all times, show respect and understanding for the safety and welfare of others.

Abusive language and unacceptable behaviour on the club premises and courts is not allowed. Such behaviour will result in the offender being banned from club activities and in extreme cases, or repeated incidents, their membership will be rescinded.

Members are encouraged to be open at all times and to share any concerns or complaints that they may have with any member of the Management Committee.

All members of staff, coaches and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice the Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake/high-five)
- Refrain from smoking and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under the age of 18 for whom they are coaching/responsible for

- Not have a relationship with anyone over the age of 18 whilst continuing to coach or be responsible for

All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff, volunteers and officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Not smoke, drink alcohol or drugs of any kind on the club premises or whilst representing the club at competitions or events
- Talk to the club welfare officer about any concerns or worries they have about themselves or others.

Adults agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all adults, children, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to the WLTC safeguarding policy, diversity and inclusion policy and rules and regulations policy
- Provide emergency contact details and any relevant information about your child including medical history