

## **EQUALITY, DIVERSITY AND INCLUSION POLICY**

Crescent Lawn Tennis Club (the Club) is committed to ensuring that everyone is treated fairly and with respect and ensuring members, visiting teams and visitors are not denied access to our tennis venue because of a discriminatory reason.

This Policy is fully supported by the Club's Committee who are responsible for the implementation and review of this policy.

Therefore, the Club will adhere to the following:-

1. Take responsibility for setting and upholding standards and values that apply throughout the tennis venue at every level, so tennis can be enjoyed by everyone who wants to participate.
2. Demonstrate a commitment to eliminating discrimination by reason of age, gender, gender reassignment, sex, sexual orientation, race, nationality, ethnic origin, religion or belief, ability, disability, marriage or civil partnership, pregnancy or maternity and to encourage equal opportunities and an inclusive welcoming environment.
3. Ensure that coaches, members, visiting teams and visitors are treated fairly and with respect and ensure 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.
4. Oppose 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.
5. Ensure there is an immediate investigation of any complaints of discrimination on the above grounds, once they are brought to the attention of the tennis venue. 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.
6. Promote 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 will undertake the LTA's Equality, Diversity and Inclusion Training. In addition, the club will encourage members of the Club's Committee to undertake the training too.

7. Support, promote and enforce the LTA/Tennis Foundation Fair Play values within all tennis activities and environments.
8. Be committed to and deliver a policy of fair and equitable treatment for all members and require all members, 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.
9. Be 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.

### **How to make a complaint?**

In the event that any member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way they should follow the procedures below:

In the first instance you are advised to speak to the Club's Welfare/Safeguarding Officer, in confidence. Sophie Wintle 07968710173  
[welfare@creseentennisclub.co.uk](mailto:welfare@creseentennisclub.co.uk)

If they are not available, then the following alternatives are available:

- LTA Safeguarding Team - 020 8487 7000 (Mon-Fri 9.00-5.00)
- (for incidents regarding a child) NSPCC 0808 800 5000 or the local Authority Designated Officer (LADO) 020 8303 7777
- (for incidents regarding an adult) Local Authority Adult Social Care Services 020 8303 7777

### **If there is the treat of any danger then the Police should be contacted – 999**

If you have a complaint, it is often best to start by having a conversation, in confidence, with someone from within the Club. This can be arranged as a verbal conversation or in person. You can also write to the relevant person below if it's easier (if the complaint relates to the individual below - then you should write to another member of the Committee). . Depending on the nature of your complaint, you should contact the following individuals initially:

- Coaching matters/General tennis/club matters – Committee Chair - Nick Baker 07544258166 [chairman@creseentennisclub.co.uk](mailto:chairman@creseentennisclub.co.uk)
- Welfare matters – Welfare officer – Sophie Wintle 07968710173  
[welfare@creseentennisclub.co.uk](mailto:welfare@creseentennisclub.co.uk)

To help us deal with your complaint - we will follow our Complaint, Feedback and Suggestions Policy. For the purposes of this Policy the paragraphs below are an extract of that Policy.

We would ask you to provide us with as much information as possible, such as:

- details of when and where the occurrence took place;

- any witness details and copies of any witness statements;
- names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- an indication as to the desired outcome.

### **What will we do to investigate?**

- We will record receipt of your complaint and we acknowledge its receipt within three working days. If the matter is urgent, we will respond more quickly.
- It is our aim to respond to complaints within 21 working days. However, if this is not possible we will inform you and the reasons for any delay.
- The contact may ask someone else on the committee or coaching team who manages a specific area of the club's operations to look into the complaint, this will be confirmed in your acknowledgement.
- We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people involved. We will try to gather any information that may be relevant to handling your complaint.
- 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.
- We will take into consideration data protection and privacy in all dealings with any complaint and therefore we will not pass on any personal information unless we receive permission from the complainant to do so.

The Club will take reasonable steps to conduct a thorough investigation and will always give priority to someone's safety and well-being. It is important to recognise that whilst we aim to resolve all complaints, in some situations we may decide we cannot investigate or take further action (i.e. this might be due to lack of information or detail). The Club reserves the right to end any investigation or refer it to the Lawn Tennis Association (LTA) if required. If this happens you will be given the reasons for the club's decision.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact for the duration of the investigation. That person will make sure that you understand the process involved, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. 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.

### **What are the possible outcomes or results of my complaint?**

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.

If an informal resolution is not suitable, then either an individual at the Club or a small committee of Club officials 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. They might decide to take the following action:

- Formal action under the rules of the Club Rules of the Club.
- Changes in formal contracts or arrangements put in place by Club.
- Recommend that an individual(s) step down from any post or position they hold in 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.

### Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside the place of play if:

- 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.

The LTA is able to advise on a range of different complaints, and in some cases will handle certain complaints directly.

If you are worried about a child or vulnerable adult’s welfare, you can contact the following people:

- **Crescent Tennis Club Welfare/Safeguarding Officer** - Sophie Wintle  
07968710173 [welfare@crescenttennisclub.co.uk](mailto:welfare@crescenttennisclub.co.uk)
- **LTA Safe and Inclusive Tennis Team** 020 8487 7000 /  
[safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) (Monday to Friday, 9am to 5pm)
- **NSPCC** – 080 8800 5000
- **The Local Authority Designated Officer (LADO)** 020 8303 7777
- **Local Authority Adult Social Care Services** - 020 8303 7777

**Date approved: June 2024**

**Review date: June 2026**

### Schedule of updates and amendments

Date of update/amendments	Update /amendment:

We have adopted the LTA s definitions below to explain our approach:-

**Discrimination** – treating someone in a less favourable way and causing them harm, because of their age, ability, disability, gender, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, nationality, ethnic origin, religion or belief, sex or sexual orientation.

**Diversity** – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

**Harassment** – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating and individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator.

## Terminologies and descriptors

Disability under the Equality act 2010 is defined as:

‘a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. ‘Substantial’ means more than minor or trivial. ‘Impairment’ covers, for example, long-term medical conditions such as asthma and diabetes, and fluctuating or progressive conditions such as rheumatoid arthritis or motor neurone disease. A mental impairment includes mental health conditions (such as bipolar disorder or depression), learning difficulties (such as dyslexia) and learning disabilities (such as autism and Down’s syndrome). Some people, including those with cancer, multiple sclerosis and HIV/AIDS, are automatically protected as disabled people by the Act. People with severe disfigurement will be protected as disabled without needing to show that it has a substantial adverse effect on day-to-day activities.’

- *Direct discrimination* occurs when a person is treated less favourably than another person because of a protected characteristic. Direct discrimination also includes discrimination because a person is wrongly thought to have a particular protected characteristic or is treated as if they do.
- *Indirect discrimination* occurs where the effect of certain requirements, provisions or practices imposed by an organisation has an adverse impact disproportionately on one group or other. Indirect discrimination generally occurs when a rule or condition, which is applied equally to everyone, can be met by a considerably smaller proportion of people from a particular group; the rule is to their advantage and it cannot be justified on other grounds.
- *Discrimination arising from disability* occurs when a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified. Treatment can be justified if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. If this can be shown then the treatment will be lawful. This form of discrimination can occur only if the service provider knows or can reasonably be expected to know that the disabled person is disabled.
- *Positive discrimination* is illegal under UK anti-discrimination law and should not be confused with Positive Action. Positive discrimination generally means being favourable towards an individual or group for whatever reason outlined.”
- *Positive action* is legal and describes measures targeted at a particular group that are under represented in a particular programme or aspect of a sport. These measures are intended to redress past discrimination or to offset the disadvantages arising from existing attitudes, behaviours and structures.

Lawful positive action measures can include:

- Targeting job training at people of particular racial groups, or either gender, which have been underrepresented in certain occupations or grades during the previous 12 months, or encouraging them to apply for such work.

- Providing facilities to meet any specific educational, training or welfare needs identified for a specific racial group.
- Special action being taken is the employment of a female coach to lead a session aimed at women, to specifically encourage uptake and participation by female players
- Harassment can be described as inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:
- It may be related to gender, gender reassignment, race, disability, sexuality, age, religion, nationality or any personal characteristic of an individual.
- Under the terms of the Criminal Justice Act 1994, harassment was made a criminal offence, punishable by a fine of up to £5,000 and/or a prison sentence of up to six months.
- Victimisation occurs when a service provider treats someone badly because they have made or supported a complaint about discrimination or harassment, or because the service provider thinks that they are doing or may do these things. It will also be victimisation if a service provider treats someone badly because they support someone else who makes a discrimination claim. A person is not protected from victimisation if they have maliciously made or supported an untrue complaint.
- Prejudice is literally pre-judging someone. It is usually led by negative, irrational feelings, resulting from preconceived attitudes and opinions.
- Stereotyping is grouping or labelling people because they are members of a particular 'visible' group, and assuming that they have particular traits that are considered to be characteristics of that group.
- Dignity is about respectful, responsible, fair and humane behaviour, something that is reflected in the constitution.
- Disadvantage is where, as a result of discrimination, an individual or group is deprived of some or all resources and opportunities. This may affect people directly or indirectly.
- Social exclusion is when people or areas suffer from one or a combination of linked problems such as unemployment, poor skills, low income, high crime environments or lack of facilities.