

Guildwood Tennis Club Code of Conduct

We strive to preserve a safe, pleasant and respectful environment in all areas of the Club so that all members can use and enjoy the club's facilities to the fullest extent. Tennis embodies the highest ideals of sportsmanship, courtesy, and fair play. These are the expectations to which all club members, guests/visitors, professionals, and parents must adhere:

1. Respect shall be shown toward others regardless of age, gender or sexual orientation, race, culture, physical or mental disability, socio-economic status or religion.
2. Respect shall be shown for the Club property and equipment.
3. Inappropriate language and/or aggressive behaviour or any form of bullying will not be tolerated.
4. Any statement or behaviour that is reasonable for an individual to interpret as a threat to use physical force that would or could cause injury will not be tolerated.
5. Discrimination and Harassment will not be tolerated. Members have a right to be free from abuse based on age, ancestry, citizenship, disability, ethnic origin, gender identity, family status, political affiliation, race, religion, sexual orientation, or any other personal feature.
6. Members are responsible for ensuring that their guests follow this Code of Conduct.

Complaint Resolution Process

In the event that a Member or Guest participating at a Club Activity feels that another Member or Guest participating at or during a Club Activity, has violated the Code of Conduct, a formal written Complaint should be presented to the Vice President of the Executive. This document is to include a record of the incident(s) with specific date, time, location, possible witnesses, a description of the event, and the Complainant's response at the time.

The Vice President of the Guildwood Tennis Club shall receive a Complaint in writing from Complainants. An investigating committee shall be comprised of the Vice President, the President and another member of the Executive. In the event that the Vice President is not available, the President will receive the Complaint and appoint two other members of the Executive to review the Complaint.

Once a Complaint is received, the investigating committee will convene at the earliest possible time. The Complaint will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. The investigating committee may conduct such investigation in writing and/or in person. Both the Complainant and the Respondent will be interviewed (either in writing or personally or by video conference), as well as any individuals who may be able to provide relevant information. All gathered information will be kept in confidence.

If the investigation reveals evidence to support the Complaint, the investigating committee will make a recommendation of a disciplinary consequence depending on the nature and seriousness of the infraction. Recommendations for minor infractions may include warnings or short suspensions or a resolution strategy. Recommendations for a major infraction may include imposing a long term suspension of membership from the GTC. The investigating committee will then notify the Complainant in writing of the decision, at which time the discipline measure will be imposed.

Where there is evidence that a Complaint is filed in a vexatious manner and not in good faith, the investigating committee may recommend that the Complainant be disciplined. For clarity there will be no repercussions against a Complainant where the Complaint is filed in good faith, whether the Complaint is upheld or not.

Appeal Process

Either the Complainant or Respondent may appeal the upholding or not of a Complaint or the discipline imposed by the Investigating Committee, provided that a request for such appeal is made in writing within 5 days of the Respondent and/or Complainant receiving notice of the Investigating Committee's decision and any discipline imposed. In the event the investigating Committee receives such a request, it shall as soon as practical schedule a meeting of the Executive to hear such appeal and notify the Complainant and Respondent of the date, time and location of such appeal. For greater clarity, the filing of an appeal does not suspend, or in any way stay, the discipline previously imposed by the Investigating Committee. Both the Complainant, Respondent and a member of the discipline committee shall be entitled to make submissions to the Executive regarding the incident, findings and recommended discipline. The Executive shall then determine whether the upholding or not of a Complaint was warranted, and in the event a Complaint is upheld whether the appropriate discipline was applied.