

Clubmark was introduced in 2002 by Sport England to develop a set of common criteria to ensure that consistent best practice and minimum operating standards are delivered in accredited clubs, whatever the sport.

- To empower parents and carers when choosing a club for their children. To ensure that Clubmark accredited clubs are recognised through a common approach to branding. To provide a forum to support good practice in sports clubs working with children and young people. Clubmark is being implemented across 24 sports. Each National Governing Body administers its own version of Clubmark (including standardised criteria) and the overall programme is supported by Sport England.

Tennis Clubmark is the LTA's quality accreditation endorsement for clubs. It has been built on the standard Clubmark criteria and customised to ensure that it is relevant to tennis. All clubs awarded with Tennis Clubmark will:

- Deliver appropriate tennis opportunities to all players whatever their ability. Provide regular competitive opportunities for their members, particularly juniors. Ensure the well-being of young tennis players whilst in the care of adults other than their legal parents and carers. Enthuse tennis players to enjoy tennis and perform to the best of their ability. Enable tennis players to optimise their talents and personal ability. Identify and support the development of the most talented tennis players. Tennis Clubmark incorporates Mini Tennis and replaces Mini Tennis accreditation to become the LTA's standard for a great club.

The Benefits of Tennis Clubmark

"Clubs that have joined the scheme are finding it well worth it. By having recognised standards

of child protection, coaching, equity and good management they find it easier to attract and keep members, improve the club's profile and build for the future."

Roger Draper, Chief Executive, Lawn Tennis Association.

Clubs awarded Tennis Clubmark have seen many tangible benefits

- Club development: the foundation for any club is its structure for young tennis players. By encouraging and attracting young tennis members, you will build a strong future. Increased

membership: addressing issues like opportunities for all and child protection gives parents and carers confidence when choosing a club for their children. Staff development: as part of Tennis Clubmark, clubs receive help in developing the skills of their coaches and volunteers. Raised profile: once Tennis Clubmark accredited, clubs will be listed on a national database and in other directories (e.g., Mini Tennis website), to help them attract new members and grow. Access to funding: because it has become such a well-known accreditation programme, many funders are stipulating that the clubs they work with need to achieve Clubmark status.

What will Witney Tennis Club and Lower Windrush Tennis Club receive as a result of achieving Tennis Clubmark?

Tennis Clubmark certificate and plaque that can be displayed at your club. Eligibility for LTA funding. Permission to use the Tennis Clubmark logo on your club's literature. Permission to display the Tennis Clubmark logo within your clubhouse. Free publicity on the national Clubmark website www.clubmark.org.uk

Equality and Diversity Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that members, non members and visiting clubs and teams are not denied access to Witney LTC or Lower Windrush TC because of a discriminatory reason.

Witney Tennis Club and Lower Windrush Tennis Club are responsible for setting standards and values to apply throughout the club at every level. Tennis should be enjoyed by everyone who wants to play the game. Their commitment is to eliminate discrimination by reason of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities. This policy is fully supported by the Club Committee and which is responsible for the implementation and review of this policy. Witney Tennis Club and Lower Windrush Tennis Club, in all its activities, will not discriminate or in any way treat anyone less favorably, on grounds of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability. Witney LTC and Lower Windrush TC will ensure that it treats its employees, members, non-members and visiting clubs and teams fairly and with respect and will ensure that all members of the community have access to and have opportunities to

take part in, and enjoy, its programmes of activities, competitions and events. Witney Tennis Club and Lower Windrush Tennis Club will not tolerate harassment, bullying, abuse or victimisation of an individual (which the Witney LTC and Lower Windrush TC regards as forms of discrimination). This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. Witney LTC and Lower Windrush TC will work to ensure that such behavior is met with appropriate action in whatever context it occurs. Witney Tennis Club and Lower Windrush Tennis Club commits themselves to the immediate investigation of any complaints of discrimination on the above grounds, once they are brought to its attention. Complaints will be dealt with in accordance with its complaints policy and, where such a complaint is upheld, the LTC may impose such sanction as it considers appropriate and proportionate to discriminatory behaviour. Witney Tennis Club and Lower Windrush Tennis Club is committed to taking positive action where inequalities exist and the development of a programme of on-going training and awareness in order to promote the eradication of discrimination and to promote equality and diversity in tennis. Witney Tennis Club and Lower Windrush Tennis Club is committed to a policy of equal treatment of all members and employees and requires all members and employees to abide by and adhere to these policies and the requirements of the relevant equalities legislation, including the Race Relations Act 1976, Sex Discrimination Act 1975, Disability Discrimination Act 1995, Age Discrimination Act 2006 as well as any amendments to these acts and any new legislation.

Code of Practice for Parents and Guardians

Witney Tennis Club and Lower Windrush Tennis Club is fully committed to safeguarding and promoting the well-being of all its members. The club believes that it is important that members, coaches, administrators and parents/guardians associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with the club's Child Protection Officer.

As a member of Witney Tennis Club or Lower Windrush Tennis Club you are expected to abide by the following code of practice:

- Encourage your child to learn the rules of tennis and play within them. Discourage unfair play and arguing with officials. Help your child to recognise good performance, not just results. Never force your child to take part in sport. Set a good example by recognising fair play and applauding the good performances of all. Never punish or belittle a child for losing or making mistakes. Publicly accept judgements made by officials. Support your child's involvement and help them to enjoy their sport. Use correct and proper language at all times. Allow your child to play in the Mini Tennis colour stage that is appropriate to them. This will ensure they enjoy playing the game, develop their skills and gain confidence. Purchase balls and rackets that match the stage your child is in. Be patient. Steady progression is unusual in children; peaks and plateaus are common. Your first question following any match should be: "Did you enjoy it?" not "Did you win?" At no stage should you communicate with your child or interfere with the on-court helpers and referees during a match – just enjoy the game and let officials take care of the rules!

Code of Practice for Young People

Witney Tennis Club and Lower Windrush Tennis Club are fully committed to safeguarding and promoting the well-being of all its members. The clubs believe that it is important that members, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with the Child Protection Officer.

As a junior member of Witney Tennis Club or Lower Windrush Tennis Club you are expected to abide by the following code of practice:

All members must play within the rules and respect officials and their decisions. All members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity. Members should keep to agreed timings for training and competitions, or inform their coach or team manager if they are going to be late. Members must wear suitable kit for training and match sessions, as agreed with the coach. Members must pay any fees for training or events promptly. Junior members are not allowed to smoke on club premises or whilst representing the club at competitions. Junior members are not allowed to consume alcohol or drugs of any kind on the club premises or whilst representing the club.

Witney Tennis Club and Lower Windrush Tennis Club

Complaints Procedure

In the event that any employee, member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the club policies, rules or code of conduct have been broken they should follow the procedures below.

1. The Complainant should report the matter in writing to the club secretary or another member of the committee. The report should include:

- details of what occurred; 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.

2. If the person accused of discriminatory behaviour is an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.

3. If the person accused of discriminatory behaviour is a non-employee of the Club, the Club Committee:

- will request that both parties to the complaint submit written evidence regarding the incident(s); may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing; may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case; will have the power to impose any one or more of the following sanctions on any person found to be in breach of any Club policy, (including the Equality Policy): warn as to future conduct; suspend from membership; remove from

membership; exclude a non-member from the Club, either temporarily or permanently; and turn down a non-member's current and/or future membership applications. will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

Either party may appeal a decision of the committee to the County Association (including a decision not to hold a hearing) by writing to the [County Secretary] within 3 months of the Club's decision being notified to that party.

4. If the nature of the complaint is with regard to the club's management committee or other body or group in the club, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.