



## **Conduct of Members & Complaints Procedures**

Members should be familiar with Club Rules, which can be read [here](#).

Ratoath Tennis Club's Complaints Procedure, is fully laid out under our Child Protection section. The Complaints Procedure is relevant to members of all ages. You can read it [here](#).

RTC Committee will endeavour, through it's Men's and Ladies' Captains, to initially address any complaints, breaches of etiquette or Club rules, or to deal with any minor complaints, on a one-to-one basis, before such complaints are escalated as per RTC's Complaints Procedures.

RTC Committee, may suspend/ban from the Club any Member whose conduct, whether on the Club premises or elsewhere, is, or has been, in the opinion of RTC Committee contrary to the interests of the Club, or injurious to its reputation.

### **Tennis Etiquette on Court**

- Close the gate behind you when you enter or leave the courts.
- Respect players on the court (or on adjacent courts).
- Talk quietly if you are near courts that are in use.
- Do not cross behind a court while a point is underway.
- When the point is over, move quickly across the back of the court.
- Spectators should not applaud players, errors, heckle players or call balls in or out (even if asked to do so).
- Players should avoid grunting or making other loud noises.

### **Care of Courts**

- Do not damage the court surface by leaving chewing gum, sticky drink spills or other foreign substances on the surface.
- Wear non-marking shoes at all times.
- Do not leave metal caps from ball cans, ball cans, unwanted balls, paper cups, drink bottles or other litter on or around the court. Use litter or recycling bins when they are provided.
- Ensure any equipment you are not using on court (spare racquet, bag, drinks, clothes etc.) is placed out of the way and will not present a hazard to players changing ends or moving for a wide ball.

### **BY-LAWS**

RTC Committee may from time to time make, vary and revoke By-Laws (not inconsistent with this Code of Conduct) for the regulation of the internal affairs of the Club and the conduct of the Members, and the by-laws for the time being in force shall be binding on all Members. The content of such by-laws shall be posted in the Clubhouse.

By registering to join Ratoath Tennis Club, you agree to abide by and be governed by the rules and etiquette of Ratoath Tennis Club. You also agree to abide by the Tennis Ireland Child Protection Policy and anti-bullying Policy. Any breaches of the above policies may result in your immediate expulsion from the club. Under Irish law, the club



is obliged to report incidents of child protection, sexual harassment and bullying to An Garda Síochána.

### **Social/ Community Responsibility Policy**

Ratoath Tennis Club is a community club, with access to courts on a membership basis. The club invites people to 'try out' at Club Night and Junior Social Tennis 2-3 times, before deciding to join. The club is located on the Jamestown Sports Campus. Anyone can join the club and we strive to make tennis affordable and accessible to all, whilst also ensuring that the courts and clubhouse are maintained and that the club remains active and viable.

### **Dignity and Respect**

The club respects the rights, dignity and worth of every person and will treat everyone equally regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.

Every individual in Ratoath Tennis Club should at all times, show respect and understanding for each other's rights, safety and welfare and conduct themselves in a way that reflects the Sports Ireland Code of Ethics and Good Practice for Children's Sport.

Ratoath Tennis Club is committed to providing an environment which will allow participants to perform to the best of their ability, free from bullying and intimidation. To this end, Ratoath Tennis Club undertakes to provide an environment where all players are entitled to:

- be treated with dignity, sensitivity and respect
- participate in sporting activities on an equal basis, appropriate to their ability and stage of development
- experience competition at a level at which they feel comfortable
- be safe and to feel safe
- comment and make suggestions in a constructive manner
- make a complaint in an appropriate way and have it dealt with through an effective complaints procedure
- be afforded appropriate confidentiality

Ratoath Tennis Club will not tolerate any form of bullying be it verbal, physical or psychological, from any of its members. BULLYING can be defined as repeated aggression be it verbal, psychological or physical conducted by an individual or group against others. We will enforce a strict disciplinary line immediately on the report of any bullying or intimidation.

### **Child Protection Procedures**

We have implemented the Code of Ethics and Good Practice for Children's Sport and our full list of policies can be found here: [Child Protection - Ratoath Tennis Club](#)

Tennis Ireland's Complaint, Objection & Disciplinary Rules and Procedure can be found [here](#).