



Kingston Riverside Club

Club Equality Policy and Complaints Process

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 Kingston Riverside Club because of a discriminatory reason.

- a) Kingston Riverside Club is responsible to set an example to ensure that tennis is enjoyed by everyone who wants to play the game.
- b) Our 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, whether the cause being Direct, Indirect or Positive Discrimination.
- c) This policy is fully supported by the Kingston Riverside Club cic owners who are responsible for the implementation and review of this policy.
- d) Kingston Riverside Club, in all its activities, **will not discriminate** or in any way treat **anyone less favourably**, on grounds of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability. The Kingston Riverside Club will ensure that it **treats its employees, volunteers, 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 open programmes of activities, competitions and events.
- e) Kingston Riverside Club is committed to promoting fair play and 'open door' policy at 'grass roots' level, and will not discriminate between **potential or existing members** based on ability to play. The club is committed to having a '**no play-off**' policy for new comers.
- f) Kingston Riverside Club will **not tolerate harassment, bullying, abuse or victimisation** of an individual (which the Kingston Riverside Club regards as forms of discrimination). This includes **sexual or racially based harassment** or other **discriminatory behaviour**, whether physical or verbal. Kingston Riverside Club will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.
- g) Kingston Riverside Club commits itself 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 procedure outlined in this document and, where such a complaint is upheld, the Tennis Club may impose such sanction as it considers appropriate and proportionate to discriminatory behaviour.
- h) Kingston Riverside Club is committed to **taking positive action** where **inequalities exist** and to ensure awareness in order to promote the eradication of discrimination and to promote equality and diversity in tennis.
- i) Kingston Riverside Club is committed to a **policy of equal treatment** of all members, employees, volunteers and guests, and requires all members employees, volunteers and guests 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.

Kingston Riverside Club cic

Lower Ham Road, Kingston-upon-Thames, Surrey KT2 5AJ. Tel 020 8546 5935

Registered in England and Wales 8003925

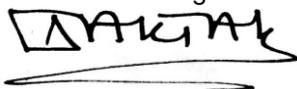
VAT Number 163 3825 08

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 [*insert relevant name or committee body*]. The report should include:
 - (a) **details of what** occurred;
 - (b) **details of when and where** the occurrence took place;
 - (c) any **witness** details and copies of any witness statements;
 - (d) **names** of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
 - (e) **details of any former complaints** made about the incident, including the date and to whom such complaint was made; and
 - (f) 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 the statutory disciplinary procedure.
3. If the person accused of discriminatory behaviour is a non-employee of the Club, the Club's management team:
 - 3.1 will request that both parties to the complaint **submit written evidence** regarding the incident(s);
 - 3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
 - 3.3 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;
 - 3.4 **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):
 - (a) **warn** as to future conduct;
 - (b) **suspend** from membership;
 - (c) **remove** from membership;
 - (d) **exclude** a non-member from the Club, either temporarily or permanently; and
 - (e) **turn down** a non-member's current and/or future membership applications.
 - 3.5 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.
 - 3.5 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.

On behalf of Kingston Riverside Club cic

A handwritten signature in black ink, appearing to read 'S. Taktak', written over a horizontal line.

Samir Taktak (Director)

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