



# Queens Park Tennis Club CIC Code of Conduct

## Key contact:

Mark Cull, Queens Park Tennis Club Welfare Officer

## Who policy is intended for:

This Code of Conduct applies to all participants in tennis at Queens Park Tennis Club, including all tennis players, those who are supporting players (including parents and legal guardians), coaches, spectators, staff and volunteers, when engaging or participating in or with the game, on or off the court (including in the clubhouse).

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## 1. Purpose

Queens Park Tennis Club CIC (QPTC CIC) aims to provide a tennis venue that is welcoming, safe, inclusive and has a positive and inspiring atmosphere so that everyone can enjoy playing tennis and enjoy using the clubhouse and tennis facilities at our club. Our Code of Conduct is designed to support this aim by setting out the standards of conduct that are expected and required of everyone. The Code of Conduct reflects generally recognised standards of disciplined and good sporting behaviour. Please ensure that you are familiar with all standards applicable to you and note that not being aware of a standard will not be an acceptable reason for not complying.

## 2. Scope

The Code of Conduct sets out minimum standards of behaviour, which everyone is expected to follow, and seeks to avoid any serious issues arising. We expect everyone to respect all members, players, visitors, spectators, coaches, staff, volunteers and all users of our facilities and regardless of:

- Age
- Disability
- Gender and gender re-assignment
- Marital status or civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, or ethnic or national origins)
- Religion or belief (including religious, philosophical or lack of belief)
- Sex
- Sexual orientation

## 3. Roles and Responsibilities

**All members, guests of members, and Pay & Play players agree to:**

- Be friendly, supportive and welcoming to other players
- Play safely, fairly and honestly, act in a sporting manner and respect opponents
- Win with grace and lose with dignity
- Take care of QPTC CIC property
- Wear suitable attire including non-marking trainers which have a good grip and are clear of mud/debris
- Respect the rights, dignity and worth of all participants
- Not use bad, inappropriate, abusive or racist language, on or off the court, including on social media
- Refrain from swearing on and off court, it can be offensive to other players, neighbours and people walking pass the courts
- Not bully, intimidate, ridicule or harass anyone, on or off the court, including on social media
- Not smoke (including vapes), drink alcohol, ingest or use drugs of any kind (except one required for legitimate medical treatment) or illegal substance, or be under the influence (or potentially under the influence), when participating in tennis at QPTC or on QPTC CIC premises or whilst representing the club at competitions or events
- Wait until a suitable break in play to enter or leave a court or walk behind a court
- Keep noise levels down, so as not to upset people in neighbouring properties
- Respect QPTC CIC directors, committee members, coaches, staff and volunteers
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

**Additionally, all members agree to:**

- Pay guest fees for non-members, including when playing competitions with members of other clubs (this does not apply to the Parks League) – see QPTC CIC Guest Fees Policy
- Cancel court bookings in a timely way, so that others have an opportunity to use the court -see QPTC CIC Court Cancellation Policy
- Only book and play for up to 2 hours at a time
- Clear any debris from the courts before playing (e.g. fallen leaves)
- Not intrude or interrupt the work of the coaches unnecessarily
- Not to enter the clubhouse whilst it is being used for a private booking
- Follow the Compliments and Complaints Policy and Procedures should they wish to make a compliment or raise a complaint
- Not bring dogs onto our facilities (including the clubhouse and courts) – this is because we are in a no dogs area of Queens Park and because some members, non-members and other visitors to our facilities may have a fear of or allergy to dogs

**All coaches, staff and volunteers agree to:**

- Always prioritise the well-being of all children and adults at risk
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Not smoke (including vapes), drink alcohol, ingest or use drugs of any kind (except one required for legitimate medical treatment) or illegal substance, or be under the influence (or potentially under the influence), during club activities or coaching sessions at QPTC or on QPTC CIC premises or whilst representing the club at competitions or events
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them

Furthermore, all coaches working at QPTC, including assistant coaches, are expected to be LTA qualified, and to also follow the LTA Code of Conduct as described here:

[lta-code-of-conduct-jan-2025.pdf](#)

**All children (under 18 years) agree to:**

- Be friendly, supportive and welcoming to other children and adults
- Play safely, fairly and honestly, act in a sporting manner and respect opponents
- Win with grace and lose with dignity
- Respect club staff, volunteers and officials and accept their decisions
- Behave, respect and listen to your coach
- Refrain from the use of coaching during competition
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants
- Not use bad, inappropriate, abusive or racist language, on or off the court, including on social media
- Refrain from swearing on and off court - it can be offensive to other players, neighbours and people walking pass the courts
- Not bully, intimidate, ridicule or harass anyone, on or off the court, including on social media
- Not make inappropriate and obscene gestures of any kind
- Not smoke (including vapes), drink alcohol, ingest or use drugs of any kind (except one required for legitimate medical treatment) or illegal substance, or be under the influence (or potentially under the influence), when participating in tennis at QPTC or on QPTC CIC premises or whilst representing the club at competitions or event
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

**All parents and legal guardians of children/junior players agree to:**

- Act as a positive role model by maintaining the highest standards of disciplined and sporting behaviour
- Positively reinforce your child and show an interest in their tennis
- Always use appropriate language
- Be honest, realistic and supportive
- Refrain from the use of coaching during competition
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Refrain from swearing - it can be offensive to players, other spectators, neighbours and people walking pass the courts
- Accept the official's decisions and do not go on court or interfere with matches
- Refrain from (i) becoming involved in any on court/in-match matter, including line calls and scores; (ii) engaging with the player's opponent(s) and/or playing partner; and/or (iii) engaging with the opponent's player support person(s) or any other participant(s), other than in a positive and respectful manner
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their Code of Conduct (as above)
- Adhere to your venue's Safeguarding Policy and Procedures, Diversity and Inclusion Policy, rules and regulations

- Provide emergency contact details and any relevant information about your child including medical history

**Everyone above agrees to:**

- Take responsibility for their actions or conduct, and the effects of those actions or conduct, and not condone conduct that breaches this Code of Conduct
- Maintain appropriate standards of conduct and behaviour in their dealings with children and adults at risk in accordance with the QPTC CIC Safeguarding Policy and Procedures and promptly report any concerns or worries to the LTA Safeguarding team and/or the QPTC CIC Welfare Officer.

#### **4. Related documents**

QPTC CIC Compliments and Complaints Policy  
QPTC CIC Court Cancellation Policy  
QPTC CIC Equity, Diversity & Inclusion Policy  
QPTC CIC Guest Fees Policy  
QPTC CIC Safeguarding Policy and Procedures

## 5. Equality Impact Assessment

This Equality Impact Assessment (EIA) helps QPTC CIC to consider whether a policy discriminates or unfairly disadvantages people from a range of groups and helps us think through actions that can be taken to lessen impact and advance equality, diversity and inclusion.

Impact summary: summarise whether the proposed policy will have a disproportionate impact on any of the groups listed below and what actions if any will be taken.	
Age	
Disability: Hearing impairment Visual impairment Physical disability Learning disability Mental health need	This policy has not been adapted to an easy read version and as such may disadvantage some people with learning disabilities. This policy has not been adapted for and therefore disadvantages people that are visually impaired.
Gender reassignment (incl. trans & non-binary)	
Marriage and civil partnership	
Pregnancy and maternity	
Race: People from diverse ethnic backgrounds Refuges & asylum seekers People with English as an additional language	This policy has not been adapted to an easy read version and as such may disadvantage some people with English as an additional language.
Religion or belief	
Sex - men, women and intersex	
Sexual orientation	
People with (unpaid) caring responsibilities	
People from lower socio-economic backgrounds and people living in areas facing deprivation	
People with low levels of English	This policy has not been adapted to an easy read version and as such may disadvantage some people with low levels of English.
Intersectionality (include any other relevant information relating to the intersection of any of these protected groups)	

## Policy control sheet

<b>Policy title</b>	Code of Conduct
<b>Version number</b>	V3
<b>Policy owner</b>	Name: Mark Cull Designation: QPTC Welfare Officer
<b>Target audience</b>	Everyone using the courts, clubhouse and tennis facilities at QPTC in any capacity.
<b>Document status</b>	FINAL
<b>Date approved</b>	8.1.2026
<b>Approved by</b>	QPTC CIC directors and management committee
<b>Effective date</b>	8.1.2026
<b>Date of last review</b>	Sept 2017
<b>Date of next review</b>	8.1.2028

## Amendment history

<b>Version no. &amp; date created</b>	<b>Author</b>	<b>Summary of changes made</b>
V1 N/K	N/K	Original policy
V2 Sept 2017	N/K	Adopted LTA code for venues
V3 8.1.2026	Mark Cull	Amalgamated and edited V1 & V2 of Code of Conduct; incorporated elements of the LTA Code of Conduct; updated Roles & Responsibilities