

Equality and Diversity Policy

Policy adopted by Hackney Tennis Board of Directors

23 November 2016

The aim of this policy is to ensure that everyone is treated fairly and with respect and to ensure members, users and visiting teams of Hackney Tennis venues are not denied access because of discrimination.

This policy has been adopted by the Hackney Tennis Board of Directors that has the responsibility for its implementation and review.

Hackney Tennis will adhere to the following:

- a) Take responsibility for setting and upholding standards and values that apply at all Hackney Tennis venues, so that everyone who wants to participate can enjoy tennis.
- b) Demonstrate a commitment to eliminating discrimination by reason of age, gender, gender reassignment, sexual orientation, ability or disability, race, nationality, ethnic origin, religion or belief, social status, or political persuasion and to encourage equal opportunities and an inclusive welcoming environment.
- c) Ensure that employees, workers, members, users and visiting teams are treated fairly and with respect and ensure that all members of the community regardless of their ability have access to and opportunities to take part in, and enjoy its programmes of activities, competitions and events.
- d) Oppose all forms of harassment, bullying or abuse towards an individual or group whether it is physical, verbal or online that is based on any of the characteristics listed in clause b) above or for any other reason. Any incidents of this or of a similar nature will be treated seriously and subjected to the appropriate disciplinary process.
- e) Ensure there is an immediate investigation of any complaints of discrimination on the above grounds, once they are brought to the attention of Hackney Tennis. Complaints will be dealt with in accordance with the complaints procedure. Where such complaints are upheld, the Board may impose such sanctions as it considers appropriate and proportionate to the discriminatory behaviour.
- f) Promote a culture that encourages the learning and development of coaches and volunteers in order to achieve greater diversity and inclusion within tennis.
- g) Adopt and support the principles of the British Tennis Diversity and Inclusion Policy and Fair Play Values within Hackney Tennis activities and environments.
- h) Adopt and support the principles of the London Borough of Hackney Equality and Cohesion Policy within Hackney Tennis activities and environments.

- i) Be committed to and deliver a policy of fair and equitable treatment for all members and employees and require all members, employees and volunteers to abide by and adhere to these policies and the requirements of the Equality Act 2010 as well as any amendments to this Act or any new equality legislation.
- j) Be committed and take action to create an inclusive environment that is welcoming and seeks to improve representation across all groups and participation at all levels within tennis.

Making a Complaint

In the event that any employee, member, volunteer, user or visiting team feels that he, she or they have suffered discrimination or harassment in any way they should follow the Hackney Tennis Complaints Procedure detailed below.

Values and Principles

You have the right to complain; we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, gender reassignment, sexual orientation, ability or disability, race, nationality, ethnic origin, religion or belief, social status, or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and Welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or a sport's governing body.

How to make a complaint

You can make your complaint to the Hackney Tennis Welfare Officer, whose details are shown at the end of this note.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing.

What we will do to investigate

We will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then the matter will be referred to the Board of Directors that will look at the information about the case. We will ensure that if any director is directly involved in your complaint, he or she will not be included in the Board members reviewing your complaint.

The Board may decide to take the following action:

- Formal disciplinary action under the Memorandum and articles of Association of Hackney Tennis
- Formal disciplinary action against an employee of Hackney Tennis
- Changes in formal contracts or arrangements put in place by Hackney Tennis
- A decision to refer the case to another organisation such as a sport's governing body, Police, or Social Services.
- Closure of your complaint without action

Contact details for making a complaint

If you wish to make a complaint or have a general enquiry about our Complaints Procedure please contact:

Hackney Tennis Welfare Officer
Clissold Park Tennis Pavilion
3 Queen Elizabeth's Walk
London
N16 0BF

020 8800 0680
info@hackneytennis.co.uk
www.hackneytennis.co.uk