

## **Conduct Policy**

### **1. Commitment**

Perth Tay Tennis Club (PTTC) is dedicated to maintaining a respectful and safe environment where all forms of discrimination, harassment, and disrespectful or harmful behavior are strictly prohibited. Our commitment extends to ensuring all club members and guests are treated with dignity and respect.

This policy applies to all club-related activities. It covers interactions among members, guests, and any other persons.

### **Examples of Prohibited Behavior**

- Bullying or any form of intimidation
- Use of vulgar, obscene, or offensive language
- Any behavior likely to embarrass, humiliate, or belittle another person
- Verbal, physical, or written abuse
- Unwelcome physical contact or threats, including threatening gestures
- Any conduct creating a hostile environment

### **Roles and Responsibilities**

All members of PTTC are expected to uphold this policy. The Board of Directors is responsible for its enforcement, including ensuring that complaints are managed in a timely, sensitive, and responsible manner.

### **Complaint Handling Procedure**

Complaints must be submitted in writing to the Board of Directors detailing the incident(s), involved parties, and any witnesses. The Board will handle these complaints expediently, maintaining fairness throughout the process.

Upon receipt of the complaint, the Board will determine whether the complainant and respondent consent to an attempt to resolve the complaint informally. If the parties agree to attempt to resolve the complaint informally, steps shall promptly be taken to explore an informal resolution.

If both parties do not consent to informal resolution attempts, or if informal resolution is unsuccessful, the complaint will be reviewed by the Board. The Board will decide whether an investigation is appropriate.

If an investigation is directed, the investigation will be conducted by a three-person committee of the Board (“the Investigation Committee”). The Investigation Committee must not include any member who has a conflict of interest or reasonable apprehension of bias.

The Investigation Committee has the discretion, in appropriate circumstances, to impose an administrative suspension on the respondent pending the outcome of the investigation.

The investigation, including interviews of material witnesses, shall be carried out promptly, objectively, and in a procedurally fair manner. The Investigation Committee shall make findings of fact, and recommendations as to whether the complaint is well-founded. If the Investigation Committee recommends that the complaint be considered well-founded, the Investigation Committee shall also recommend the appropriate remedy.

The investigation report will be submitted to the entire Board, who will promptly make a final decision as to whether the complaint is well-founded, and if well-founded, the appropriate remedy.

Once a decision is made by the Board, the Board will promptly provide a summary of the investigation report to the parties, and will inform the parties of the outcome of the complaint and any remedy imposed.

Under the Club's Constitution, a member must be given at least fifteen days' prior notice of the intended termination of membership, and shall be given an opportunity to be heard by the Board at least five days before the termination becomes effective.

Where membership is terminated or suspended for a period in excess of one month, the member will receive a pro-rated return of their membership and league fees.