

Parkway Valley Tennis Club Code of Conduct

It is important to maintain a pleasant and respectful environment both on and off the court. To that end, the highest level of sportsmanship, courtesy, and respect for others is expected. **The following are expectations to which all club members, guests, visitors, tennis professionals, parents and employees must adhere:**

- Respect toward others regardless of age, gender, sexual orientation, race, culture or religion.
- Respect for all Club property and facilities, including but not limited to courts, nets, equipment, furnishings, supplies, and appliances.
- Physical abuse of any kind will not be tolerated.
- Inappropriate language, aggressive behaviour, or any form of bullying will not be tolerated. Any statement or behaviour that is reasonable for an individual to interpret as a threat to use physical force that would or could cause injury will not be tolerated.
- Harassment will not be tolerated. Harassment is defined as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

Members are responsible for ensuring that their guests follow this Code of Conduct.

Disciplinary Actions

Anyone who fails to follow the Code of Conduct may be sanctioned. The Board of Directors or its Disciplinary Committee will at its discretion determine the appropriate sanction(s), which may include but is/are not limited to:

- Suspension of playing privileges or membership, either for a prescribed period or permanently with no refund of fees
- Written or verbal warning
- In the case of non-members, failure to abide by this Code of Conduct may result in a requirement to vacate the premises and prohibition from returning either for a prescribed period or permanently.

Complaint Reporting and Resolution Procedure

A complaint against a member, guest, visitor, tennis professional, parent or employee alleging a failure to follow the Code of Conduct must be made in writing to any member of the Board of Directors or to the Court Monitor.

Any complaint should be made as soon as possible after the incident and should include the following information:

1. Your name, phone number, email address
2. Date and time of incident
3. Names of any witnesses
4. Name of offender(s)
5. Full details of the incident including what led up to the incident, who was involved, and the outcome
6. Date incident report is being submitted.

Once a complaint is received, it will be kept confidential. An investigation will be undertaken as soon as possible by a Disciplinary Committee consisting of the President and/or Vice-President of the Board of Directors. All parties will be given the opportunity to address the Committee in writing or in person. The Disciplinary Committee will make a decision regarding the appropriate sanction and will provide the relevant parties with its decision in a timely manner.

The Disciplinary Committee's decision may be appealed, in writing, to the Board of Directors, provided that the appeal is made within 5 days of the party receiving the decision. An appeal of a decision will be heard by the Board, which will provide the parties with the date, time and location of the appeal hearing as soon as practical. For greater certainty, the filing of an appeal does not in any way stay any sanction previously imposed by the Disciplinary Committee. The parties and a member of the Disciplinary Committee shall be given the opportunity to make submissions to the Board regarding the incident, findings and recommended sanction. The Board shall then determine by a majority vote whether the upholding or not of the complaint was warranted and in the event the complaint is upheld the appropriate sanction. The Board's decision in matters of discipline or policy is final.