

CODE OF CONDUCT

Introduction

This code of conduct and policy on court behaviour sets out what Team Bath Tennis regards as good practice for all users to follow and is available so that every user is clear as to what is expected of them to create the right playing environment in which everyone can enjoy their tennis.

Both the code of conduct and the policy on court behaviour reflect the friendly and co-operative spirit which customers at the Sports Training Village have enjoyed for many years, as well as guidance from the LTA.

The Code of Conduct sets out minimum standards of behaviour, which all users are expected to follow, and seeks to avoid any serious issues arising. The policy on court behaviour then sits alongside the code of conduct and sets out a range of actions and behaviours which are considered acceptable or unacceptable on and around the tennis court.

Should a breach of the code of conduct or a serious breach of the policy or court behaviour occur, a complaints and sanctions process is set out below. We will follow the DSDR process named: Process for breaches of code of conduct for customers.

Should a continued breach of the code of conduct occur we will follow the DSDR process named: Process for further investigation or continued breaches of code of conduct for customers.

These can be found in the appendix of this document.

This code of conduct and policy on court behaviour comes into effect on 1st January 2023.

Aims of the Code of Conduct

The aims of the code of conduct and policy on court etiquette are to:

1. Ensure that all users are treated fairly and with respect.
2. Advise all users of the standards of behaviour and court etiquette which they are expected to meet so that an environment is created within which users can enjoy their tennis and the club can continue to flourish.
3. Provide a complaints and sanctions process so that any issues can be addressed.

General Code of Conduct

1. All users are expected to:

1.1 Help to create a safe, inclusive, accessible, welcoming, and enjoyable environment, both on and off the court.

1.2 Treat all other users and all other players respectfully. Team Bath Tennis will not accept any behaviour which may cause any physical or mental harm to any other person. Unacceptable actions will include:

- Being abusive or showing aggression towards another person;
- Swearing;
- Racket throwing;
- Intimidating another user;
- Creating a danger to another person;
- Calling into doubt the integrity of another user by repeatedly querying line calls;
- Playing at the University of Bath without prior booking and payment of the court.

1.3 Value diversity, and not unlawfully discriminate against anyone, or treat anyone less favourably or unfavourably, by reason of age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race (including colour, nationality, or ethnic or national origins), religion, belief (including religious, philosophical or lack of belief), sex or sexual orientation.

1.4 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.

Code of Conduct – Players

2. Each Player must:

2.1 act with honesty, integrity and in a sporting manner (including any on-court matters, such as line calls).

2.2 accept and respect (i) the authority of officials, (ii) the role of officials in ensuring that competitions are conducted fairly and according to the relevant rules and regulations, and (iii) decisions made by officials.

2.3 not violently, dangerously, in anger, or with the intention to cause harm or damage to a person, the object itself or another object or property, hit, kick, throw or use as a weapon, a tennis ball, racket, or other equipment.

2.4 during any match:

2.4.1 not receive coaching (including during the warm-up), except (i) where play is suspended and the Players are off court, or (ii) where explicitly permitted in terms of the relevant competition rules or regulations. 'Coaching' is to be interpreted widely and considered to be communication, advice, or instruction of any kind, audible or visible, and by any means.

2.4.2 not leave the court (including during the warm-up) except with the permission of an appropriate official appointed in respect of the relevant match/competition (unless an appropriate official is not on the court and the player is calling for the referee in terms of LTA Competition Regulation 5.55).

2.4.3 not refuse to play or fail to be ready to play within 15 minutes of their match being called or within the allowed time due to a medical condition or treatment or having left the court with appropriate permission.

2.4.4 use their best efforts to win each match in which they participate.

2.4.5 complete each match in which they participate unless they are not able to do so.

2.5 Adhere to the Team Bath Tennis Anti Bullying Policy

2.6 Adhere to the Team Bath Tennis Online and Social Media Policy

Code of Conduct – Academy Players (RPDC, 18&U and Seniors)

'Actions have consequences'

2.7 We expect players to be ready, both physically and mentally, when starting a session.

2.8 If a player is not in the right frame of mind to work after 5 minutes of a session, they will be asked to leave for 5 minutes and return ready to work.

2.9 If a player is late for a session with no communication, the session does not take place (allowances are made for players who have no means of communication, or it is out of their control (younger players reliant on parents)).

2.10 If the coach deems there has been a poor physical warm up completed, the entire warm up is to be repeated.

2.11 If a player has none of their own rackets, they do not participate in the session.

2.12 Poor tournament behaviour = any reports or viewing of: code violations, bad line calling, lack of respect to players, officials, or parents. This will incur a 3-day period of no training to take place.

2.13 No communication with the coach after a match – 1st time = a reminder. 2nd time onwards, miss the next training session.

Code of Conduct - Coaches

3. All Team Bath Tennis coaches must

3.1 Read and assimilate the 'Team Bath Tennis Staff Handbook' which covers the required coach behaviours in further detail. The main 5 points from this have been summarised below:

3.1.1 Adhere to our core values at all times:

- Appreciation;
- Teamwork;
- Trust;
- Inspirational;
- Excellence.

3.1.2 Provide a positive learning environment by ensuring players are appropriately challenged and supported.

3.1.3 Be responsible for seeking CPD opportunities and commit to maintaining their LTA Accreditation.

3.1.4 Treat each person with dignity, equality and respect and get to know the person, not the player.

3.1.5 Be friendly and approachable when speaking to parents and attend open days, competitions, and education sessions.

3.1.6 Keep accurate records of attendance using their registers and must raise any safeguarding concerns to the Welfare officers.

3.2 Ensure the safety of all children by providing effective supervision, proper pre-planning of coaching sessions, always using safe methods.

3.3 Consider the wellbeing and safety of participants before the development of performance

3.4 adhere to every point within the LTA Accredited Coach Code of Conduct as listed below:

LTA CODE OF ETHICS AND CONDUCT FOR ACCREDITED TENNIS COACHES AND ASSISTANTS

To work at the University of Bath all coaches must maintain their LTA Accredited+ & Accredited status. As part of this accreditation, coaches will adhere to the additional Code of Ethics and Conduct:

1. Always put your players' best interests at the centre of everything you do.
2. Treat players with respect at all times. Be honest and consistent with them.
3. Treat all players fairly regardless of (but not limited to) athletic potential, socio-economic status, age, disability, ethnicity, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity status, religion/belief, or sexual orientation.
4. Encourage all players and fellow coaches and assistants to have respect for one another.
5. Encourage players and other coaches and assistants to develop and maintain integrity.
6. Prepare players to respond to success and failure in a dignified manner.
7. Respect the confidentiality of players/parents/official as appropriate.
8. Clarify in advance with players/parents/employers the number of sessions, fees, method of payment; explain expected outcome and progression from the coaching or sessions.
9. Be sensitive to your players' self-esteem when providing constructive feedback to players.

10. Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions, and actions.
11. Involve the players in decisions that will affect them.
12. Recognise players' rights to consult with other coaches and advisers. Co-operate fully with other specialists (e.g. sport scientists, doctors, physiotherapists etc).
13. When asked to coach a player, ensure that any previous coach/player relationship has been ended by the players/others in a professional manner.
14. Be acutely aware of the power that coaches and coaching assistants develop over players in the coaching relationship and avoid any intimacy (sexual or otherwise) with players.
15. Avoid situations with players that could be construed as compromising and actions that others could perceive inappropriate.
16. Actively discourage the use of performance enhancing drugs or any illegal substance.
17. At all times act as a role model by maintaining the highest standards of personal conduct and always projecting a favourable image of tennis and of coaching.
18. Accept and respect the role of Officials in ensuring that competitions are conducted fairly and according to the rules.
19. Ensure that qualifications and affiliations to associations are not misrepresented.
20. Following completion of your criminal record check, report any alleged criminal offence police, investigation, court case or social care investigation to the LTA at the earliest opportunity.
21. Know and abide by tennis rules, regulations and standards and encourage players to do likewise.
22. Know and abide by the LTA's Anti-Doping Programme. Any breach of the LTA's Anti-Doping Programme will be deemed a breach of this Code of Ethics.
23. Know and abide by the terms of the Uniform Tennis Anti-Corruption Programme.

Code of Conduct – Parents & Spectators

4. All Parents and Spectators must:
 - 4.1 Fully read the appropriate '*Team Bath Tennis Welcome Pack.*'
 - 4.2 Praise effort over outcome (Growth Mindset).
 - 4.3 Encourage independence by not watching every training session and match.
 - 4.4 Not communicate verbally or non-verbally to your child during coaching or matches.
 - 4.5 Encourage your child to show respect and appreciation.
 - 4.6 Look for positives and reinforce these as much as possible.
 - 4.7 Be consistent with your messages and behaviour, children like consistency.
 - 4.8 Encourage internal motivation by making your child feel competent, autonomous, and related.

4.9 Not doing anything for your child that they can do themselves, this could include packing their tennis bag or carrying it to the ground.

On Court Behaviour

On court behaviour covers different areas from those addressed within the rules of the game. Up to date ITF rules of the game can be found [here](#).

Etiquette covers a range of actions and behaviours which are considered acceptable on and around the tennis court.

The Team Bath Tennis policy on etiquette covers the following aspects:

1. *Showing respect and being courteous*

1.1 Welcome new users to the venue irrespective of their experience of the game and their level of play.

1.2 Show respect and courtesy to your partner, your opponents, and others on or around the courts.

1.3 Instead of criticising your partner or opponent, offer encouragement instead.

1.4 Do not walk behind courts when a point is in progress to avoid causing a distraction.

1.5 During play and particularly between games keep the amount and volume of conversation to a minimum to avoid distracting players on other courts.

1.6 If a ball from an adjacent court strays onto yours do not hit it back immediately but do so when the players on that court are ready and then hit it to the server's end of that court.

1.7 Courtesy to your opponents should include leaving the court together at the end of the session.

2. *Accessing a court whilst others are in use*

2.1 Before accessing the courts wait for the conclusion of the points currently in play, or if the match is a competitive one wait until the end of game, or until you are invited to cross. Pass behind the courts as quickly as possible to reach your court.

2.2 Use the walkway underneath the balcony as opposed to pulling the netting away from the wall on courts 1 and 5.

2.3 If you need to pass behind a court in use to reach a free court, wait until there is a suitable break in play.

2.4 Be aware if you are already playing on court that others may wish to cross behind your court to access their own court and facilitate that where possible.

2.5 If your ball rolls onto an adjacent court, wait for a break in the play in that court before politely requesting its return rather than retrieving it.

3. **Line calls**

3.1 Only call the lines on your side of the net.

3.2 Call clearly based on what you honestly believe to be correct.

3.3 If you are not certain, or did not see the ball clearly, the ball should be considered good, and the doubt must be given in favour of the opponent.

3.4 If occasionally you have serious doubt over a line call, ask your opponent's politely if they are certain as to the accuracy of their call, and if they are, move on and play the next point.

4. **Keeping score**

4.1 The server should announce the score before each point.

4.2 If the server forgets or does so inaudibly, the receiver should request the server to make an audible announcement of the score.

5. **Mobile phones**

5.1 Mobile phone calls should not be made or received on court: leave the court to make or receive a call.

5.2 Mobile phones taken onto court should be switched off, or put on silent or vibrate mode, to avoid creating a distraction.

6. **Clothing and footwear**

6.1 Players should wear recognised tennis clothing of any colour together with tennis footwear.

6.2 Tennis footwear is required both to promote safety as unsuitable footwear can provide insufficient grip, and to prevent damage to the courts.

COMPLAINTS AND SANCTIONS

If any person(s) believes that they have experienced either a breach of the code of conduct or a serious breach of the policy on court behaviour, then they should contact Team Bath Tennis' Finance and Operations Manager on te256@bath.ac.uk.

Team Bath Tennis will then follow the steps in the DSDR process for breach of conduct as seen in the appendix below

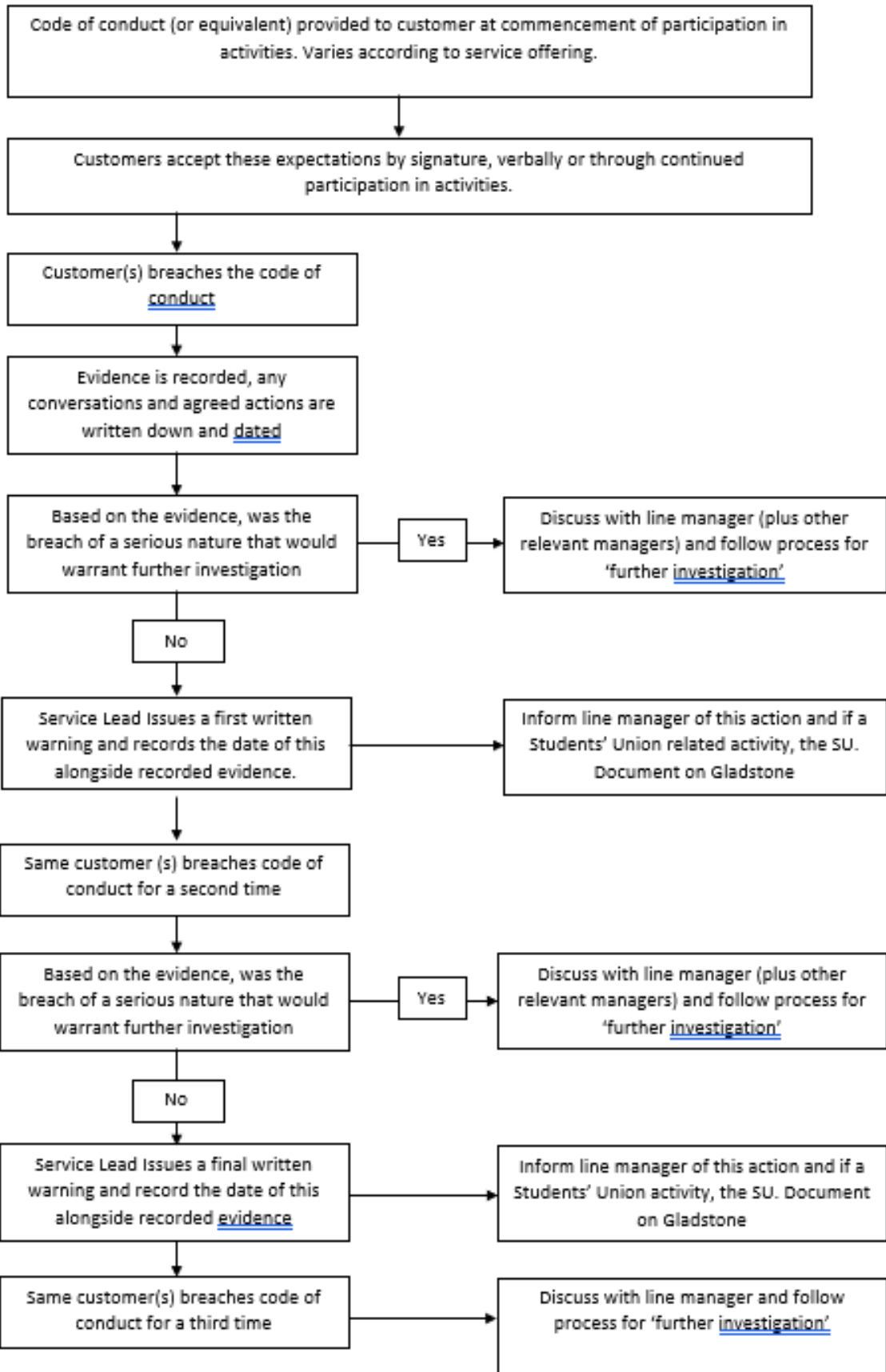
After Team Bath Tennis have deliberated and decided on a course of action with regards to the complaint, Team Bath Tennis will arrange a feedback meeting with the person(s) concerned.

Team Bath Tennis may impose any one or more of the following sanctions on a person found to be in breach of this code of conduct or in serious breach of this policy on court etiquette as it considers appropriate in all the circumstances, namely:

1. A warning as to future conduct;
2. Disqualification from any event or tournament in which the breach has taken place;
3. Suspension from further activity;
4. Expulsion of the user from the venue;
5. If the matter is a safeguarding issue, then the appropriate line of action will be taken in accordance with the University's safeguarding policy and procedures.

All complaints will be recorded for learning and development purposes.

Appendix 1: Process for a Breach of the Code of Conduct



Appendix 2: Process for further investigation or continued breaches of code of conduct for customers.

