



Last Approved

July 20, 2021

Version 1.0

## CODE OF CONDUCT

The Thunder Bay Community Tennis Centre (TBCTC) strives to preserve a safe and inviting environment for all members to use and enjoy. Fair play, court etiquette, sportsmanship, and respect for others are expected. These principles are expected from visitors, staff, and from all members.

### Principles:

- Respect for all Club property and facilities, including but not limited to courts, nets, teaching equipment, and supplies.
- Be respectful towards all members regardless of age, gender or sexual orientation, race, culture or religion.
- Harassment is not tolerated and is defined as any comment, conduct, or gesture directed toward an individual or group of individuals which is insulting, intimidating, humiliating, malicious, degrading or offensive. It includes, but not limited to, sexual harassment.
- Demonstrates an understanding that members and visitors have no authority to instruct staff in job performance and duties.
- Members are responsible for ensuring that their visitors follow this Code of Conduct, and are responsible for ensuring that the guest fees are paid.
- Executive members are required to ensure the confidentiality and privacy of members' personal information and the information received at meetings and activities. No Executive member shall be a paid employee or paid contractor of the Club. All Executive members must not misrepresent their position and/or authority to others and shall declare any potential conflicts of interest and refrain from discussion and voting where applicable.
- Executive members shall not make unauthorized public statements regarding the Club nor disclose information or make use of such information for personal gain. They shall also act in the best interests of the Club and understand the financial and strategic responsibilities and implications of their decisions.

## COMPLAINTS AND RESOLUTIONS

A complaint by anyone against a member, visitor, or staff alleging a failure to follow the Club's code of conduct shall be in writing (email) to the President and indicate the specific charges or alleged violations and the resolution desired.

Complaints must be made within 48 hours.

The Executive members shall follow procedures for handling complaints in accordance with the principles of fairness.

## DISCIPLINE

Members who contravenes the Club's code of conduct may lose their good standing at the TBCTC and be disciplined. The Executive committee will determine the appropriate action which may include but not limited to:

1. Corrective action (warning) in writing.
2. Revoking membership and forfeiture of membership fees.
3. Non-members or visitors will be prohibited from returning to the Club.
4. The Executive's decision in matters of discipline or policy is final.