



PLTC DIVERSITY AND INCLUSION POLICY

This policy has been created (and is therefore supported) by the PLTC Committee, which is responsible for its implementation and review. It aims to ensure that everyone on club premises, whether employees, members, non-members or visiting teams, is treated fairly and with respect.

PLTC will:

- be responsible for setting standards and values at every level throughout the club.
- be committed to eliminate discrimination by gender, sexual orientation, race, nationality, age, ethnic origin, religion or disability.
- ensure that employees, members, non-members and visiting teams are treated fairly and with respect and are not denied access to PLTC for any discriminatory reason.
- not tolerate harassment, bullying or abuse of any individual, including physical or verbal, and ensure that such behaviour is dealt with appropriate action.
- be committed to investigation of any complaints once brought to its attention. Any complaints will be dealt with in line with the club's Complaints Policy/Disciplinary Procedure.
- be committed to take positive action where inequalities exist and promote equality and diversity in tennis.
- be committed to a policy of equal treatment of all members and employees and abide by relevant equalities legislation.

Procedure for reporting discrimination or harassment

- The complainant should report the matter in writing to the Honorary Secretary.
- This report should include the details of what happened, when and where it took place, any witness details and copies of any witness statements, names of any others treated in a similar manner (provided they give consent to

their names being disclosed) and details of any former complaints made about the incident, including the date and to whom such complaint was made.

- Any action taken as a result of the complaint will be provided to both parties within one calendar month of the decision. This may result in a warning about future conduct, suspension of membership, removal of membership, exclusion (either temporary or permanent) from PLTC and its premises, turning down of any future membership applications.
- Either party may appeal a decision to the Secretary of Surrey Tennis in writing within three months of the notification of the decision.
- If the nature of the complaint is in regard to the Committee, Club Manager or other body/group at PLTC, the member/visitor has the right to report the discrimination or harassment directly to Surrey Tennis (www.surrey.tennis).