Cranleigh Lawn Tennis & Social Club
Disciplinary Policy

INTRODUCTION:

Cranleigh Lawn Tennis and Social Club ("Cranleigh LT&SC") is a friendly, welcoming and inclusive club. Cranleigh LT&SC is responsible for setting and upholding standards and values that apply throughout the club at every level so that tennis can be enjoyed by everyone who wishes to participate.

At times, misunderstandings may occur, or new members may not be fully aware of the Code of Conduct and Tennis Etiquette. Where there are misunderstandings, differences of opinion or concerns about other members' behaviour or language, or those of their guests, the club will always seek to resolve concerns informally wherever possible. e.g. 'have a discreet conversation. This may be done by any committee member – or by a member who has witnessed the offending behaviour or language. Often this will be all that is needed and the situation will end amicably and informally.

This policy document sets forth the formal procedures to be followed when complaints are made against club members or their guests and brought to the Committee's attention. These procedures provide a framework for maintaining satisfactory standards of conduct among Members.

TEAM SQUADS

At times, a member of a team may act in a way in matches and team practices, that is contrary to the ethos and etiquette of the club, but is not yet considered serious enough to be reported as a complaint to the committee. However, it may be referred to the Team Captain to assist in an informal resolution. The Team Captain may choose to consult with the Men's or Ladies' Club Captains.

Examples may include lack of respect towards or criticism of team members or club opponents; persistent lateness for team practices and / or matches, throwing of racquet on court, aggressive querying of line calls, swearing etc.

The Team Captain will 'have a discreet conversation' with the member. This should lead to an agreed way forward.

If this does not lead to the required change in behaviour, the Team Captain may use a range of options:

- Second conversation 'yellow card' with the team member which will be followed by a written message, clarifying what change of behaviour is required and outlining the measures that will be taken if this change is not carried through. This 'yellow card' will remain valid for 6 months.

- If no improvements are seen ‘a red card’ warning will be given, which can lead to a temporary period of suspension from team practices or team matches for an agreed period dependent on the severity of the misdemeanour.

More serious complaints and concerns, such as physical or verbal abuse will be reported immediately to the committee under the Club Disciplinary Policy and Procedures.

JURISDICTION AND DISCIPLINARY MATTERS

The Procedures apply to all Members, and guests of Cranleigh LT&SC.
For the avoidance of doubt, where an issue constitutes a safeguarding matter, these Procedures will only be applied following the conclusion of any statutory and/or LTA investigation.
The club reserves the right to amend these procedures at its discretion.
Except for liability that cannot be excluded by law (such as death or personal injury caused by negligence), Cranleigh LT&SC shall not be liable to any person, including without limitation, any Member, for any loss, whether direct, indirect, financial or consequential arising out of or in connection with any action taken under the Procedures.

NOTICE OF COMPLAINTS

- Complaints must be submitted in writing to CranleighTennisSW19@gmail.com within 14 days of the incident or the date it became known.
- The written complaint should clearly describe the nature and details of the alleged breach.
- Once received, the Secretary or Chairperson will initiate the disciplinary process.
- Any committee member involved in the incident, either as complainant or respondent, will be excluded from the process.

FORMAL INVESTIGATION PROCESS

- The purpose of the investigation is to establish a fair and balanced understanding of the facts.
- Upon receiving a complaint, the Chair or Secretary will refer the matter within 7 days to a **Disciplinary Panel**(minimum of two members).
- The Panel will appoint a Chair and must consist of individuals with no prior involvement in the case.
- Each member of the Disciplinary Panel must have **no personal interest** in the outcome of the proceedings (other than ensuring fairness) and **no previous knowledge or involvement** in the matter under consideration.
- All decisions of the Panel must be by majority vote.

DISCIPLINARY HEARINGS

1. **Complaint Submission**
    - Any complaint must be submitted in writing to the Club Secretary or a Committee member.
    - The complaint must include clear details of the alleged misconduct or incident.
2. **Initial Review and Appointment**
    - Upon receipt, the Chair and Committee are informed.

- A neutral Committee representative is appointed to manage the initial investigation.

3. **Preliminary Investigation**
   - The appointed representative will:
     - Contact the complainant to clarify and discuss the allegations. A meeting may be arranged if needed.
     - The complainant may be accompanied by another club member.
     - A written record of any discussions/meetings is shared with the complainant for accuracy within 7 days.
   - The representative will then meet with the individual named in the complaint (the "Respondent").
     - The Respondent may also be accompanied by a club member.
     - A written record is shared with the Respondent for confirmation of accuracy.
4. **Recommendation to Committee**
   - Following the meetings, the representative provides feedback to the Committee, including a recommendation on whether disciplinary proceedings should be initiated.
   - The final decision to proceed lies with the Committee, at the Chair's discretion.
5. **Disciplinary Panel Formation**
   - If further proceedings are warranted, a Disciplinary Panel comprising at least two impartial members is appointed.
   - The Panel will select a Chair and must have no prior involvement with the case.
6. **Notification to Respondent**
   - The Secretary notifies the Respondent in writing:
     - That a formal complaint has been raised.
     - That a Disciplinary Panel will consider the matter.
     - The Respondent's right to present their case.
7. **Scheduling and Attendance**
   - A hearing will be scheduled promptly.
   - If the Respondent cannot attend, they must notify the Secretary to reschedule.
   - Failure to attend without valid reason allows the Panel to proceed in their absence.
8. **Hearing Process**
   - The procedure will be fair and flexible, determined by the Chair of the Panel.
   - The Panel may opt to make a decision based on existing information without a formal hearing.
   - An independent adviser may be involved at the Panel's discretion.
9. **Conduct at Hearing**
   - The Respondent may be accompanied by a support person (identity to be pre-approved).
   - The companion may not speak or answer on behalf of the Respondent.
   - A written record will be kept; no audio or video recordings are allowed.
   - Hearings will be held in private (in-person or virtual) with no public or media access.
10. **Timelines**

- The full process, from appointment of the Disciplinary Panel to conclusion, aims to be completed within **28 days**.

All meetings, including for the Appeal Process, may be held in person or held virtually, at the discretion of the Chair of the Disciplinary Panel, but all parties shall be notified in advance of such meetings. Note that all disciplinary hearings (disciplinary and appeal) shall take place in private and the public and the press shall have no right of access.

CONFIDENTIALITY

- The club is committed to handling all disciplinary matters sensitively and with respect for individuals' privacy.
- All parties must maintain strict confidentiality throughout the process. Any breach of confidentiality may itself be subject to disciplinary action.

DECISION AND AVAILABLE SANCTIONS

- The Disciplinary Panel will meet as soon as is practical, review all relevant evidence and determine, on the balance of probabilities, whether a breach has occurred.
- The Disciplinary Panel Chair will inform the Committee of their decision, and the Secretary will communicate decisions in writing to both the complainant and respondent.
- The member will also be notified at this time of their right to Appeal against the decision within 14 days (see below for Appeal procedures).

POSSIBLE OUTCOMES

The Disciplinary Panel may dismiss the Complaint against the Respondent or where a Complaint is upheld, impose such sanction upon the Respondent as it thinks fit including, without limitation:

- **Verbal Caution**: This would normally be appropriate for a first time and one- off incident e.g. use of offensive language in front of others (particularly around/in earshot of children)

- **Written Caution:** issue a written warning or reprimand in respect of the misconduct or rule breach committed.
- This could be issued for repeat incidents depending on the severity of the offence it will be at the committee's e.g. repeated use of offensive language in front of others (particularly around/in earshot of children), repeated incidents of treating others at the Club with disrespect, or dangerous behaviour.

- **Suspension of Membership**: This would normally be appropriate for very serious incidents e.g. repeated use of offensive language in front of others (particularly around/in earshot of children), repeated incidents of treating others at the Club with disrespect, dangerous behaviour, harassment or bullying.
- This suspension will not only be from the Club, but may also include suspension/exclusion from competitions and matches.

- **Termination of Membership**: In extreme circumstances, a life ban from the Club may be an appropriate sanction. This may occur for instances of gross misconduct, e.g. violent behaviour towards a member or non-member, participating in an illegal

activity on Club premises, or theft of the Club's property. It may also occur where the Committee has serious concerns that the individual's continued membership is no longer in the best interests of the Club. A member who is suspended or terminated shall have no claim for return of any portion of his/her membership fee.

The decision taken by the Disciplinary Panel in relation to the sanction to be imposed must be reasonable and proportionate in all circumstances and consideration may be given to the Respondent's previous disciplinary record.

Sanctions take effect upon notification unless an appeal is lodged.

Complaints regarding actions off the Club's premises would normally be the same as for actions on Club premises, when such actions bring the Club into disrepute. An example would be when a member of a team representing the Club in an away match commits actions which breach the LTA Code of Conduct or otherwise behaves inappropriately.

DISCIPLINARY MATTERS INVOLVING CHILDREN OR ADULTS AT RISK

- Where a disciplinary matter involves a Child or an Adult at Risk, Cranleigh LT&SC, the Panel will take into account the specific needs of children or adults at risk in:
  - Procedural arrangements and potential adjustments.
  - Any action taken or sanctions imposed.
  - Selection of Panel members with suitable experience or training.
- Written consent is required from a parent/carer for attendance at hearings.
- The individual may be accompanied by an appropriate adult.
- Non-cooperation from the individual or their guardian does not prevent disciplinary action from proceeding.

APPEAL

- Appeals must be submitted in writing to the Secretary or Chairperson within 14 days of the original decision.
- The notice of appeal must outline the grounds for appeal and any new evidence being presented.

APPEAL COMMITTEE

- The Committee shall establish an Appeal Committee composed of two members, including a Chair, with no prior involvement in the case.
- The Committee may seek guidance from an independent adviser, if necessary.
- All decisions must be made unanimously.

APPEAL HEARINGS

The Appeal Committee shall have jurisdiction to conduct appeal hearings and have the power to:

- Uphold the original decision.
- Overturn the decision or sanction.
- Substitute a different finding.
- Adjust the severity of the sanction.

- Appeals may be reviewed via written submissions or oral hearing.
- Proceedings are informal but must remain fair and transparent.
- Companions are permitted in a support role but may not speak on behalf of the appellant.
- A written outcome will be provided within 7 days of the hearing.
- The decision of the Appeal Committee is final.

CONFIDENTIALITY AND RECORD-KEEPING

- All documentation and communications relating to disciplinary matters are confidential.
- Records will be retained by the Club in accordance with its Data Retention Policy, which specifies retention periods for different categories of records based on legal requirements, legitimate business needs, and data protection regulations. The retention schedule will be reviewed annually and records will be securely destroyed when no longer needed.
- All parties must comply with applicable data protection laws, including the UK GDPR and Data Protection Act 2018. The Club will process personal data in accordance with its Privacy Policy and Data Protection Policy, ensuring appropriate security measures are maintained.

Disciplinary Panel referrals, processes, and adjudications will be retained in the Club's records for a period appropriate to the severity of the matter: minor infractions for 2 years, serious misconduct for 6 years, and safeguarding-related matters in accordance with safeguarding regulations and legal requirements, and sanctions recorded in the Club's Disciplinary Records Schedule. All papers arising out of the Panel's disciplinary referral will also be retained by the Club.

Approved by Cranleigh Committee
XXXX September 2025
Signed:

James Edwards
Chair

Dell Van der Westhuizen
Secretary and Safeguarding Officer

DISCIPLINARY PROCEDURES APPENDIX
DEFINITIONS

Appeal Committee	the Appeal Committee of the Venue as appointed in accordance with these Procedures
Appellant	the person or body who appeals a Decision of the Disciplinary Panel
Charge	the charge which is brought against the Respondent in respect of the disciplinary matter

Adult at Risk	A person aged 18 years or over who has needs for care and support (whether or not the local authority is meeting any of those needs) and is experiencing, or is at risk of, abuse or neglect and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect, as defined under the Care Act 2014.
Child	Anyone under the age of 18
Venue Rules	the rules of the Venue which include its constitution, terms of membership, code of conduct and any other rules, whether existing now or implemented in the future, by which the Members are bound in accordance with their membership of the Venue
Complaint	a complaint of misconduct or notification of a concern regarding particular circumstances and/or conduct of a Member as referred to in these Procedures
Complainant	the person or body from whom a Complaint has been received by the Disciplinary Panel
Committee	the body that is running the Venue
Disciplinary Panel	the Disciplinary Panel of the Venue as appointed in accordance with these Procedures
Member	any member of the Venue
Notice of Complaint	the notice of the Complaint received by the Disciplinary Panel from the Complainant
Respondent	the person who is the subject of the Complaint or disciplinary action brought by the Disciplinary Secretary under the Procedures
Safeguarding Case	a matter which is deemed by the LTA to raise concerns about a child, young person or adult at risk, or an individual who has contact with those groups

Cranleigh LT&SC – Disciplinary Procedure Compliance Checklist

Purpose: To ensure every disciplinary matter is managed consistently, fairly, and in compliance with Club rules, safeguarding requirements, and data protection laws.

Step	Action	Completed (✓)	Notes
1. Receipt of Complaint	Complaint received in writing at CranleighTennisSW19@gmail.com within 14 days of incident or awareness.		
	Complaint contains clear details of alleged breach.		
	Secretary or Chair logs receipt date.		

	Any committee member involved (complainant/respondent) excluded from process.		
2. Initial Review	Chair/Secretary reviews complaint within 7 days.		
	Decide whether informal resolution is possible.		
	If formal process required, refer to Disciplinary Panel.		
	Appoint at least two impartial Panel members (no prior involvement, no conflict of interest).		
	Panel Chair appointed.		
3. Preliminary Investigation	Contact complainant to clarify allegations.		
	Offer meeting; confirm they may be accompanied by a club member.		
	Record discussion in writing; send to complainant within 7 days for confirmation.		
	Contact respondent to inform of complaint; offer meeting with a club member present.		
	Record discussion in writing; send to respondent for confirmation.		
	Investigator provides written recommendation to Committee on whether to proceed.		
4. Notification to Respondent	Written notification sent confirming: complaint raised, panel members' names, right to present case, hearing date/time and format.		
	Allow reasonable time for preparation.		
Step	Action	Completed (✓)	Notes
5. Hearing Arrangements	Confirm all parties and companions (if any).		
	Ensure private venue or secure virtual meeting.		
	No recording devices permitted; written minutes to be taken.		
	Hearing conducted fairly and impartially.		
	Panel decision made by majority vote.		
6. Decision & Sanctions	Decision based on balance of probabilities.		

	Sanction proportionate to breach and consistent with policy.		
	Previous disciplinary actions considered only if within active period (e.g., 2 years).		
	Decision communicated in writing to both parties.		
	Inform of right to appeal within 14 days.		
7. Appeals	Appeal received in writing within 14 days of decision.		
	Appeal Committee of two impartial members appointed.		
	Review based on written submissions and/or oral hearing.		
	Decision made unanimously; communicated in writing within 7 days.		
	Appeal decision is final.		
8. Record-Keeping & Confidentiality	All documents stored securely.		
	Records retained in line with retention policy (minor infractions – 2 years; serious misconduct – 6 years; safeguarding – per legal requirements).		
	Disciplinary actions disregarded after 2 years for future proceedings (except safeguarding).		
	Comply with UK GDPR and Data Protection Act 2018.		