



Coolhurst Lawn Tennis and Squash Rackets Club Courtside, Coolhurst Road, London N8 8EY  
Clubhouse: 020 8340 4272 Office/Inquiries: 020 8340 6611 Email: [clubhousemanager@coolhurst.co.uk](mailto:clubhousemanager@coolhurst.co.uk)  
Web site: [www.coolhurst.co.uk](http://www.coolhurst.co.uk)

## **CODE OF CONDUCT (Members, and non-members)**

**This policy applies to members and non-members, whether visitors or guests. It does not apply to employees of Coolhurst Lawn Tennis and Squash Rackets Club (hereafter referred to as Coolhurst Club), where conduct issues are addressed in the Discipline and Capability Policy.**

Coolhurst Club has zero tolerance of poor conduct of members, visitors and guests – both to each other and to employees of the Club.

The Club expects all members and non-members to treat each other and employees of the Club with respect and courtesy at all times.

Where minor disagreements or disputes occur, it is expected that there will always be attempts to resolve them informally with mutual respect and understanding and the application of commonsense.

Coolhurst Club will not tolerate harassment, bullying, abuse or victimisation of any individual or group (which the Club regards as forms of discrimination). This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. The Club views any complaint of such behaviour as a very serious matter.

Consequences of poor conduct may be:

- (a) warning as to future conduct;
- (b) suspension from membership;
- (c) removal of membership;
- (d) exclusion of a non-member from the Club, either temporarily or permanently; and
- (e) decision to refuse a non-member's current and/or future membership applications.

All complaints about conduct of members and non members are handled in accordance with the Club's Complaints and Sanctions Procedure.

The following list provides examples of offences which will normally be regarded as breaches of this Code of Conduct – the list is not supposed to be exhaustive:



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1. Any act of discrimination, victimisation or harassment relating to race, ethnic origin, sex, sexual orientation, marital status, religion or disability including any breach of the Club's Equality and Diversity Policy.
2. Possession, distribution, sale, or use of any illegal drug or narcotic substance.
3. Possession, distribution or sale of pornographic material.
4. Serious incapacity through alcohol or being under the influence of illegal drugs.
5. Disorderly conduct - e.g. rude or abusive language, attitude or behaviour towards the Club's employees, members, visitors or guests.
6. Assault, fighting or other physical violence.
7. Theft from the Club or its employees, members or non-members.
8. Indecent behaviour.
9. Physical, verbal or psychological bullying of any type.
10. Malicious or careless destruction, or deliberate misuse of property belonging to the Club, or its employees, members or non-members.
11. Any serious disregard for, or any contravention of, the Club's Rules, Terms and Conditions of Employment, or any of the Club's Policies (Health and Safety, Child Protection, Equality and Diversity, Data Protection).
12. Misuse of confidential Club information or breach of confidentiality, subject to the Public Interest Disclosure Act 1998.
13. Any criminal or civil wrong, or being investigated for such act where, in the reasonable opinion of the Club, such act or investigation has resulted in a loss of trust and confidence in the individual by the Club.
14. Misuse of the Club's database, internet & email system, in accordance with the Club's Data Protection policy, for example, unauthorised computer use or access, accessing, downloading or distributing pornographic images, sending abusive, rude or defamatory messages, or unauthorised use of the Club resources for illegal activity or for private gain.
15. Serious negligence which causes unacceptable loss, damage or injury to persons or the Club's property or finances.
16. Deliberate attempts to breach, undermine or subvert the processes of democracy provided for in the Club's constitution



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17. Being convicted of a serious criminal offence.

If the Club becomes aware of a breach of this code of conduct, whether through a complaint made to it, or from another source, the matter will be dealt with by the General Management Committee, or its representatives, in accordance with the Club's Complaints and Sanctions Procedure.