



MEMBER DISCIPLINARY POLICY

06 August 2026

1. Purpose & Scope

This policy sets out the process by which Pavilion & Avenue Lawn Tennis Club ('the Club') will investigate and, where appropriate, impose sanctions on members whose conduct falls below the standards expected.

It applies to all members, including junior members (with a parent or guardian involved throughout). It does not apply to paid staff or contractors, who are subject to separate employment or contractual arrangements.

This policy applies to breaches of the Club Constitution, Code of Conduct, Club Policies and Rules.

The Club is committed to dealing with disciplinary matters fairly, consistently, and proportionately, and to ensuring that any member subject to proceedings is given a proper opportunity to respond before any sanction is imposed.

The Management Committee, Investigating Lead and Disciplinary/Appeal Panels will determine all matters on the balance of probabilities.

The Club shall not be liable to any person, including without limitation, any Member, for any loss, however caused, whether direct, indirect, financial or consequential arising out of or in connection with any action taken under the Procedures.

2. Standards of Conduct

All members are expected to:

- Treat fellow members, guests, coaches, officials, opponents, and Club staff with courtesy and respect always.
- Abide by the LTA Code of Conduct and the rules of tennis.
- Comply with all Club policies, including but not limited to the Code of Conduct, the Membership Policy, No Smoking & Vaping Policy, and any safeguarding or welfare requirements.
- Behave in a manner that does not bring the Club or the sport into disrepute, whether on or off Club premises in a Club context (for example, when playing or competing, at other clubs or external tournaments).
- Not engage in any form of discrimination, harassment, bullying, or intimidation
- Not engage in conduct that endangers the safety or wellbeing of any person on Club premises.

3. What Constitutes Misconduct

Misconduct may include, but is not limited to:

- Verbal abuse, threatening behaviour, or physical aggression.
- Discrimination or harassment on any protected characteristic (as defined by the Equality Act 2010).
- Persistent or wilful breach of Club policies (e.g. repeated smoking on site, persistent non-compliance with court booking rules, consistent non-payment of fees).



- Dishonesty, including providing false information in a membership application or injury pause request.
- Damage to Club property, whether deliberate or through reckless behaviour
- Conduct that brings the Club into disrepute, including on social media where the Club is identifiable.
- Any behaviour that, in the Committee's reasonable view, is incompatible with the Club's responsibilities as an LTA Registered Club or Community Amateur Sports Club.

Certain matters - particularly those involving the welfare of a child or vulnerable adult - may also engage the Club's Safeguarding Policy and/or require referral to the LTA or statutory authorities. In such cases, the Safeguarding process takes precedence, and this procedure may be suspended, run concurrently with or independently of, this policy.

4. Informal Resolution

Where an alleged breach of conduct is minor, isolated, or considered likely to be resolved through conversation, the Club Secretary or a Committee member, may first seek to resolve the matter informally. This may involve a private discussion with the member concerned, making clear what the concern is and what change in behaviour is expected.

A written record of any informal discussion will be kept by the Club Secretary. If the behaviour recurs or the matter cannot be resolved, the procedure below will apply.

5. Formal Disciplinary Procedure

Step 1 - Raising a Concern

A disciplinary matter may be raised by any member, coach, Club official, or visitor.

Concerns should be submitted in writing to the Club Secretary setting out the nature of the alleged misconduct, the date(s) and circumstances, and the names of any witnesses.

Anonymous complaints will be considered at the Committee's discretion but may limit the Club's ability to investigate fully.

Step 2 - Initial Assessment

On receipt of a written complaint, the Club Secretary will carry out an initial assessment within 7 days to determine whether:

- The matter falls within this policy.
- It should be referred to the safeguarding process instead or in addition.
- An interim suspension is necessary to protect the safety or wellbeing of any person pending investigation (see section 6).

The member who is the subject of the complaint ('the member concerned') will be notified in writing that a complaint has been received and that the matter is being assessed.

Step 3 - Investigation

Where the matter proceeds, the Club Secretary (or a Committee member appointed for this purpose who has no prior involvement in the complaint) will conduct a brief investigation, which may include:

- Reviewing the written complaint and any supporting evidence.
- Speaking to or taking written statements from witnesses.
- Inviting the member concerned to provide their account in writing or in person. Members are expected to co-operate fully and promptly with any investigation.



Failure, without good reason, to co-operate with an investigation or disciplinary process may itself constitute misconduct and may result in disciplinary action. Where a member fails to co-operate, the Disciplinary Committee may also proceed to determine the matter based on the information available.

Following investigation the Club Secretary (or Committee member) may:

- Take no further action.
- Resolve the matter informally.
- Refer the matter to a disciplinary hearing.

Where the Complaint is found to have been made in bad faith or to be deliberately vexatious and/or malicious, the Complainant's conduct may be referred to the Committee for consideration under this Policy.

The investigation should be completed within 28 days, where reasonably practicable. The member concerned will be kept informed of any significant delay.

Step 4 - Hearing

If the investigation discloses a case to answer, the member concerned will be invited to attend a Disciplinary Hearing before a panel.

The Panel shall normally consist of three members appointed by the Management Committee. Panel members will usually be drawn from the Management Committee but may include other club members or independent persons where appropriate.

Any Committee member with a personal interest in the matter, or previous involvement in the complaint, shall take no part in the investigation, hearing or appeal.

The member will be given:

- At least 14 days' written notice of the hearing date, time, and location.
- A written summary of the allegation(s) and the evidence gathered.
- The opportunity to submit a written response in advance and to make representations at the hearing.

The member may be accompanied by another individual (not a legal representative) in a support capacity. The identity of the companion must be confirmed to the Panel in advance of the hearing. The Panel may object to the attendance of the companion if, in its sole discretion, there are reasonable grounds to do so. The member will be afforded an opportunity to choose an alternative companion. The companion shall not be permitted to make submissions to the Panel on behalf of the member, nor to answer any questions on their behalf.

Should the member refuse to attend, the hearing may proceed in their absence.

No electronic recordings are permitted to be made of the hearing, by the member concerned or otherwise.

The member concerned will be informed of the outcome in writing within 7 days of the hearing.

6. Interim Suspension Pending Investigation

Where the alleged misconduct is serious - particularly where it involves a risk to the safety or wellbeing of any person, or where it would be inappropriate for the member concerned to



remain on Club premises during the investigation - the Committee may impose a precautionary suspension.

An interim suspension is not a disciplinary sanction and carries no implication of guilt. The member will be informed in writing. The suspension should be reviewed regularly and lifted as soon as it is no longer necessary.

6. Disciplinary matters involving children or adults at risk

Where a disciplinary matter involves a child or an adult at risk, the Venue, the Disciplinary and/or Appeal Panel must be mindful of the needs of the person in question and take these into account when deciding:

- the format of proceedings, including whether special measures are required or adjustments need to be made to the procedure.
- any action to be taken against such a person.
- the experience, knowledge and training of the members of the Panels.

Written permission should be obtained from any parent/carer of a child or adult at risk who is asked to attend a hearing.

Where a child or adult at risk is asked to attend a hearing, they shall be afforded the opportunity to do so accompanied by their parent/carer or an appropriate adult. The Panel shall take steps to satisfy itself that the child or adult at risk fully understands the purpose and potential outcomes of the procedure.

For the avoidance of doubt, the refusal of a child, their parent/ carer or an adult at risk to co-operate shall not preclude the Club from taking disciplinary action.

7. Sanctions

Following a disciplinary hearing, the panel may impose one or more of the following sanctions, depending on the seriousness of the misconduct and any previous disciplinary history:

- Formal written warning recorded on the member's file for a defined period (ordinarily 12 months).
- Final written warning recorded on the member's file, with notice that further misconduct may result in suspension or termination.
- Suspension of membership for a defined period during which the member may not use Club facilities or attend Club events.
- Termination of membership.

In cases of termination, no refund of unused membership fees will be made, save at the Committee's absolute discretion in exceptional circumstances.

The panel may also recommend referral to the LTA for matters that engage the LTA's own disciplinary jurisdiction (e.g. conduct at LTA-sanctioned events, safeguarding concerns).

8. Appeals

A member who wishes to appeal against a sanction must do so in writing to the Club Chair within 14 days of receiving the written outcome. The written appeal must set out the grounds for appeal, which may include:

- A procedural irregularity that materially affected the outcome.



- New evidence that was not reasonably available at the time of the hearing.
- A sanction that is plainly disproportionate to the misconduct found.

The appeal will be heard by a panel of two Committee members who were not involved in the original hearing, together with one member co-opted from outside the Committee where possible, within 28 days of receipt of the appeal.

The Appeal Panel may:

- Dismiss the appeal.
- Overturn the decision.
- Substitute a different finding.
- Reduce/increase the sanction.

The Appeal Panel's decision is final and there is no further right of appeal within the Club.

Any sanction short of termination remains in effect during the appeal process unless the Chair determines otherwise. In cases of membership termination, the suspension pending appeal is at the Chair's discretion.

9. Confidentiality & Records

All parties involved in disciplinary proceedings are expected to keep the matter confidential. Disclosure should be limited to those who need to know for the purposes of the investigation or hearing.

Written records of all disciplinary proceedings, including complaints, investigation notes, hearing outcomes, and appeals, will be kept securely by the Club Secretary.

Records relating to a formal warning will be retained for 2 years from the date of the warning, or until membership ends, whichever is earlier. Records relating to termination of membership will be retained for 6 years.

10. Relationship with LTA Disciplinary Processes

This policy operates alongside, and does not replace, the LTA's own disciplinary and safeguarding framework. Where a matter is or may be subject to LTA proceedings, the Club will cooperate fully with the LTA. The Club may refer a matter to the LTA at any stage. A member's acquittal or lesser sanction under this policy does not prevent the LTA from taking its own action, nor does an LTA finding bind the Club's Committee.

11. Policy Review

This policy will be reviewed regularly by the Committee. Members with questions should contact the Club Secretary in the first instance.