



West Warwickshire Sports Complex

Code of Conduct

Last updated	4 th July 2022
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West Warwickshire Sports Complex is a leading multi-disciplined sports complex based in Solihull. We are committed to providing a safe and friendly sporting and social facility that enhances the health and wellbeing of everyone who visits, uses, or works at the WWSC.

This code of conduct has been developed to ensure a respectful place for all visitors, staff and members including:

- Gym
- Squash & Racquetball
- Tennis
- Hockey
- Cricket
- Social

We set high standards and require all members, visitors, and staff whether you are participating in sports and activities, spectating, visiting or working, to adhere to the standards and behaviours set out in this Code of Conduct.

We take concerns regarding alleged breaches of the Code very seriously. In order to consider allegations of misconduct, investigation and conduct, procedures apply, and these are set out below.

As a gym or section member, visitor, participant, or employee at WWSC you agree to the following terms as outlined below:

- Always act in a way which supports and upholds the reputation and values of the club
- Establish, maintain, and develop relationships based on confidence, trust, and respect
- Demonstrate and promote sensitivity for the customs, practices, culture, and personal beliefs of others
- Safeguard all confidential, commercially sensitive, and personal data acquired because of relationships formed through the club and not use it for personal advantage or the benefit or detriment of third parties
- Demonstrate and promote fair and reasonable standards in the treatment of people who are operating within their sphere of influence
- Challenge others if they suspect unlawful or unethical conduct or behaviour, acting as appropriate
- Act responsibly always when visiting, participating, or working in any area of the WWSC facilities
- Compete and spectate in a manner of good sportsmanship, regardless to the nature of the game, match, or competition
- Show respect to all individuals associated with the activity you are involved in (i.e., coaches, match officials, other team members, opponents)
- Show respect to all WWSC staff and property

- Abide by all licencing laws as governed in the UK
- Behave in a manner that does not endanger yourself or other individuals
- Promote equality and diversity and to report any discriminatory behaviour of any kind
- If participating in any activities to inform the person in charge of any relevant medical condition, allergy, intolerance, or previous injuries that would affect your safe participation

Disciplinary and Grievance Procedure

This code of conduct, disciplinary and grievance procedure has been developed to ensure a respectful place for all gym and section members, visitors, and staff to participate in sports and activities, spectate and work in an efficient, effective, safe, and friendly environment. This procedure will ensure that there is a fair and consistent approach to follow when company rules are broken.

Any breaches of the code will be referred to the board of trustees who will in turn decide on the next course of action, in the first instance if it is felt that the breach is section related this will then be passed to the relevant section for appropriate action to be taken.

If it is felt that the breach is a direct violation to the WWSC code of conduct and as such shows a complete disrespect of the WWSC name, employees, premises, fixtures and fittings a hearing will be held, and appropriate action will be taken against the individual by WWSC.

Disciplinary Guideline Principles

When will this procedure be used?

This procedure is to be followed when standards of conduct are unacceptable due any breaches of the Code of Conduct.

Does an investigation need to take place?

Yes. A prompt and full investigation will take place to establish the facts of the case before any disciplinary action is taken. This may require the holding of an investigation meeting with the individual before proceeding to any disciplinary hearing. In others, the investigation stage will be a collation of evidence by WWSC for use at any disciplinary hearing.

Should the individual be suspended during the investigation?

Normally, an individual would only be suspended if there were enough evidence to suggest that they may be guilty of gross breach of conduct or if the individual's presence at WWSC could hinder the investigation. Any period of suspension will be as brief as possible and will be kept under review. Suspension is not considered to be a disciplinary action.

What information should the individual have?

If it is decided there is a disciplinary case to answer, the individual will be advised in writing of the allegation(s) against him/her and possible consequences, in sufficient detail to enable the individual to prepare to answer the case at a disciplinary meeting. It would also normally be appropriate to provide copies of any written evidence, which may include any witness statements

The notification letter will also give details of the date and time of the disciplinary meeting and the right to be accompanied.

What happens at the Disciplinary meeting and does the individual need to attend?

The meeting should be held without unreasonable delay. The individual must take all reasonable steps to attend the meeting, at the meeting the individual will be given the opportunity to state their case before any decision is made and answer any allegations made the individual will also be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses. They will also have an opportunity to raise points about any information provided by witnesses. Both sides must give advance notice if they intend to call witnesses to the disciplinary meeting.

Can the individual be accompanied at the investigation meeting and Disciplinary meeting?

At all stages of the Disciplinary procedure the individual will have the right to be accompanied by a person of their choice.

Does the Procedure need to be followed in order?

Disciplinary matters will normally be pursued sequentially through the stages of the procedure. However, the procedure may be implemented at any stage or stages if the employees' alleged misconduct warrants such action.

Can an individual be banned from the club for a 'first offence'?

No. An individual will not be dismissed for a first disciplinary offence except in the case of gross misconduct.

Does the individual have a right to an appeal?

Yes. Individuals have the right of appeal against any disciplinary action taken under this procedure.

DISCIPLINE PROCEDURE

Minor problems can be dealt with informally. However, where an issue cannot be resolved informally, or with the assistance of a mediator, then the matter will be dealt with formally under the Disciplinary Procedure.

The disciplinary stages (detailed below) will only be applied after the appropriate investigation and disciplinary meeting has taken place and the individual is found guilty of misconduct.

Stage 1 – Written Warning

If conduct does not meet acceptable standards, the individual will be given a written warning, they will be provided a written reason of the decision within 5 working days of the hearing and it will be explained that this is the first stage of the disciplinary procedure.

The individual will be informed of his/her right of appeal. A verbal warning will remain live on file for a period of 6 months, and a written warning will remain live for 12 months.

Stage 2 – Final Written Warning

If improvement in conduct occurs after a previous written warning, or if a further offence of a similar kind occurs, or if the offence is serious, a final written warning will be given within 5 days of the hearing. This will include the reason for the warning, or the improvement required, and the right of appeal. A final written warning will remain live for 12 months.

Stage 3 – Suspension or Ban

If conduct or performance continues to fail to reach an acceptable standard or the case warrants it, Suspension or Ban may result. The decision to Suspend or ban will be made by a party of 3 trustees.

The individual will be provided, within 5 working days of the decision, written reasons for Suspension or Ban, and the date on which this comes into force, as well as the right of appeal.

Appeals

An individual has the right of appeal against any disciplinary action taken against them. If they wish to appeal against any disciplinary decision, they must notify WWSC within 5 working days in writing with the grounds of their appeal. The appeal will be dealt with impartially and wherever possible, by trustees who have not been previously involved in the case. At the appeal any disciplinary penalty imposed will be reviewed and the result will be confirmed in writing.

Gross Misconduct

If an individual is suspected of committing one of the offences' listed below (gross misconduct), he/she should be suspended for 7 days whilst an investigation into the alleged offence takes place. The reasons for the suspension from WWSC will be explained in writing. The investigation may involve carrying out interviews with those concerned i.e., the individual, witnesses, colleagues, and managers. It may also be necessary to search the individual's

person or property. The investigation report will be available to those concerned, but, if necessary, the identity of any witnesses may be kept confidential.

Examples of gross misconduct are (list is not exhaustive):

1. Theft or incitement to steal
2. Fraud or bribery
3. Physical violence, bullying, harassment, or discrimination
4. Deliberate, serious, or reckless damage to WWSC property
5. Unauthorised entry to computer records or deliberate falsification of records
6. Abuse of the company's rules on e-mail and internet usage
7. A serious breach of the company's health and safety rules leading to negligence which causes or could have caused significant loss, damage or injury to the company, its employees, or customers
8. To ignore instructions given by WWSC staff that will jeopardise the WWSC drinks and entertainment licence
9. Serious breach of trust or confidentiality.

Once a full investigation has been carried out, and the disciplinary procedure has been invoked, the normal consequence of an act of gross misconduct will be a summary ban , or ban without notice.. The individual is entitled to appeal against this decision within 3 working days of the receipt of the disciplinary letter and the appeal hearing will normally be held within 10 days of receipt of this letter.

The timescales listed in this Disciplinary Procedure will be adhered to where possible. The company reserves the right to obtain assistance from outside facilitators, Consultants, at any stage in the procedure for the purpose of achieving a fair and satisfactory solution for all parties involved.

GRIEVANCE PROCEDURE

West Warwickshire Sports Club is committed to ensuring that all grievances are fully investigated. This may entail carrying out interviews with the individual concerned and third parties such as witnesses, colleagues, and managers, as well as analysing written records and information.

Stage 1

If you wish to raise the matter formally you should put your grievance in writing to the board of trustees detailing the nature of the grievance.

Stage 2

You will receive a reply and a meeting will be arranged (without unreasonable delay), to be attended by you, your representative (if you so choose), any relevant witnesses and three trustees. This meeting is an opportunity for you to explain your grievance and how you think it should be resolved. The trustees will consider the issues and determine whether the meeting should be adjourned to carry out any further investigations.

Following the meeting, the trustees will communicate their decision in writing regarding how they intend to resolve the grievance within five working days. They will also advise you of your right to appeal if you are not content with the action taken / proposed.

Stage 3

If you feel the matter has not been satisfactorily resolved at stage 2, you may appeal again in writing, detailing the grounds for your appeal. You will receive a reply within seven working days and a meeting will be arranged. The constitution of the appeal meeting will be as in Stage 2 except 3 other trustees will give a decision in writing within five working days of the meeting. This decision will be final.

The timescales listed above will be adhered to wherever possible.