

Equality and Diversity Guidance

The LTA provides an equality policy template to review and adopt if there is not already a policy in place, to deal with and manage equality of opportunities across all areas of facility management. The aim is to ensure that everyone is treated fairly and with respect so that members, non-members and visitors are not denied access for discriminatory reasons.

The LTA also provides a complaints procedure template for places to play to review and adopt, if there is not already a complaints procedure in place. Management committees looking to adopt either template should seek legal advice over their contents before wide dissemination to members and users of the facility.

Explaining the equality policy template

- a) Setting standards and values is about the integrity of your place to play and the image and professionalism you want to project.
- b) Eliminating discrimination confirms your place to play's commitment to eradicating discrimination by the reasons stated. You must make this commitment known through other channels, such as declarations on application and renewal forms.
- c) The management committee or a body is responsible for reviewing the policy once implemented. A policy is considered to have been 'implemented' when its content has been communicated to members, and when non-members, guests and visiting teams are aware of its existence. Awareness can be achieved by displaying the main points of the policy in accessible and visible areas, such as notice boards and changing rooms.
- d) Re-affirms that the place to play will not treat anyone less favourably and will ensure through its programming and operational activities that everyone is treated fairly and with respect.
- e) The place to play will not tolerate harassment, bullying, abuse or victimisation. For definitions of these terms please refer to the back of these explanatory notes (see below).
- f) The place to play will take necessary steps to investigate any complaints of discriminatory practice that are brought to the attention of the management committee, in accordance with the complaints procedure. It is important that members and guests know how to bring about a complaint, who they should contact, how decisions are made and what sanctions may be imposed if there has been a breach of the policy.
- g) Taking positive action is not the same as eliminating discrimination. A good example of positive action is running a programme or event specifically aimed at an under-represented group, and then choosing to employ a coach from that part of the community. It is perfectly acceptable to take this form of action, just as it is acceptable to employ a female coach for a ladies or women-only coaching programme. 'Women' and those from 'ethnic minority groups' are termed as being under-represented in sport.
- h) Policy of equal treatment of all members and employees refers to the place to play operating within the appropriate legal framework. This simply means the place to play is aware of, and adheres to, all the relevant (equalities) legislation, and any amendments to these acts.

Your complaints procedure can be integrated into your equality and diversity policy, or maintained separately (in which case it must be referenced by other place to play policies, such as your code of conduct). Either way, it outlines the steps that will be undertaken to investigate any complaint brought to the attention of the management committee (or the alternative body chosen to perform this role).

As with the equality policy template, it is imperative that you seek legal advice over the contents of your complaints procedure. If your place to play does choose to adopt the LTA template, all members and visitors must be made aware of its existence.

Explaining the complaints procedure template

1. Part one of the procedure makes it clear that complaints can only be dealt with and managed if they are submitted in writing and cover all the points a to f.

2. This confirms that employee(s) of the place to play such as bar staff, grounds man, coaches and paid volunteers, are subject to specified disciplinary procedures.
3. This section explains how complaints about individuals who are not employed by the place to play will be dealt with and managed.
4. Explains the steps to be taken if the complain concerns the place to play's management committee itself (or the alternative body chosen to perform this role).

