



# CLUB PADEL

AT BRANSTON GOLF & COUNTRY CLUB

## PLAYER'S CONDUCT POLICY

We understand how frustrating it can be when you feel unheard or let down, and we acknowledge that some of our customers may feel this way at times. We respect the need for our customers to express their concerns.

We expect all customers to interact with our staff with courtesy and respect. We have a zero tolerance policy for violence, abuse, or discriminatory behaviour directed at our staff, those working on our behalf, or fellow customers.

This policy outlines how we identify unacceptable customer behaviour and provides guidance on how we should respond in such situations.

By adhering to this policy, we protect our staff from harm in the workplace and ensure that our responses to abusive behaviour are consistent and fair to all customers. This policy also applies to how customers treat one another while using our facilities.

### Principles

We have a zero-tolerance policy for aggressive or abusive behaviour directed at our staff or other customers during any form of interaction, whether in person, on social media, through online chat, over the phone, via email, or any other form of communication. This includes:

- Any form of physical, hostile, or abusive behaviour.
- The use of inappropriate language, whether verbal or written, that could make a staff member or fellow customer feel frightened, abused, intimidated, threatened, or offended.

This includes:

- Creating a hostile, degrading, or aggressive interaction.
- Using bullying language or tone.
- Making inappropriate religious, cultural, or racial comments or insults, including racial stereotypes and judgments based on accent, such as requesting to speak with someone "from this country."
- Making bi-phobic, homophobic, transphobic, sexist, or other derogatory remarks.
- Discriminating against any other protected characteristics as defined by the Equality Act 2010.

In action



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- Experienced employees are skilled in handling interactions with upset customers, allowing them the time and space to express their frustrations with the company's processes and operations. They respond to anger with understanding and patience. However, when that anger is directed at our staff and the language becomes abusive or personal, the situation crosses a line and becomes unacceptable.
- In such cases, our staff will politely and respectfully ask customers to cease using inappropriate language or behaviour, in accordance with our Customer Conduct Policy.
- If the behaviour persists, our staff have the authority to ask the individual to leave our facilities, end the conversation, or remove themselves from the situation.
- Additionally, we reserve the right to ban the individual or, in certain cases or with repeat offenders, refer the matter to the authorities.
- Any instance of physical attack or violence will not be tolerated and will be reported immediately.