



# Complaints Procedure



## COMPLAINTS PROCEDURE

In the event that any employee, member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures below.

1. The Complainant should report the matter in writing to the Club Secretary or another Member of the General Committee. The report should include:
  - (a) Details of what occurred;
  - (b) Details of when and where the occurrence took place;
  - (c) Any witness details and copies of any witness statements;
  - (d) Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
  - (e) Details of any former complaints made about the incident, including the date and to whom such complaint was made;
  - (f) An indication as to the desired outcome.
2. If the person accused of discriminatory behaviour or harassment is an employee of the Club, the Club will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.
3. If the person accused of discriminatory behavior or harassment is a non-employee of the Club, the Club's General Committee or representatives of the Committee will:
  - 3.1 request that both parties to the complaint submit written evidence regarding the incident(s);
  - 3.2 appoint a Disciplinary Sub-Committee who will meet to hear complaints within 21 days of a complaint being lodged. Any person requested to attend a Disciplinary Sub-Committee shall be entitled to be accompanied by a friend or other representative and to call witnesses.
  - 3.4 have the power to impose any one or more of the following sanctions on any person found to be in breach of any Club policy, (including the Diversity and Inclusion Policy):-
    - (a) Warn as to future conduct
    - (b) Suspend from membership
    - (c) Remove from membership
    - (d) Exclude a non-Member from the Club, either temporarily or permanently



(e) Turn down a non-Member's current and/or future membership applications.

3.5 provide both parties with written reasons for its decision to uphold or dismiss the complaint within 14 days following the hearing.

## **APPEALS PROCEDURE**

An individual can lodge an appeal against any decision made within 14 days of being notified of the first decision. It should be addressed to the Club Secretary.

The appeal will be investigated by another member of the General Committee, who is independent from the original incident and complaint process, in order to handle the appeal as objectively as possible.

Individuals will be notified of any decisions made in writing within 21 days of the appeal.

Further details can be found under section 12 of the Club Rules.