



Complaints Procedure



COMPLAINTS PROCEDURE

This document supports the following Club Rules.

Rule 6.9 to 6.11 “Membership”.

Rule 12 “Removal of Membership, Discipline and Appeals”

Complaints about the behaviour of members, guests, visitors, or employees of the Club should be made in writing to the Club Secretary or other officer of the Club.

A member or non-member sanctioned by the Club Committee under Rule 6.9 may lodge an appeal with the Appeals Committee (see Rule 12).

The Committee may invite the complainant to suspend the formal complaint and, on an informal basis, discuss the complaint with a Club officer or other Committee member in the hope that the complaint can be resolved quickly. A discussion with the person (or persons) who is the subject of the complaint may also take place.

It must be accepted by all those involved in such informal discussions that these are “off the record” and that what is said or agreed during the discussions cannot be cited in any formal complaint proceedings, should these take place subsequently.

If no informal resolution is achieved the complainant can continue with the formal complaint which will be dealt with under Rule 12.

Complaints should be made in writing and include the following.

- (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.

The subject of the complaint will be asked to provide a written response to the points raised by the complainant.

The Club can impose the following sanctions.

- (a) Warn as to future conduct
- (b) Suspend from membership
- (c) Remove from membership
- (d) Exclude a non-member from the Club, either for a finite term or indefinitely.
- (e) Refuse a non-member’s current or future membership applications.



If the subject of a complaint 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.

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