

Guide to Complaints and Discipline Procedure

Rule 29 of the Club Rules deals with Suspensions, Expulsions and Complaints. The Captain's Committee is the body empowered to process such action on behalf of the Members. With reference to the Club Rules, the Employment Act 2002 (Dispute Resolution), and guidance produced by the Association of Golf Club Secretaries, the following is a guide to future complaints and discipline procedure.

All complaints will be directed to the Club Secretary/Manager in writing. (In the event that we do not have a Secretary/Manager at that time the complaint should be directed to another member of staff in the club office). The Secretary/Manager will investigate and endeavour to informally resolve the complaint without recourse to the Captain's Committee. The Secretary/Manager will keep a record of all complaints and the outcome. Should the complaint be against the Secretary/Manager, or the position of the Secretary/Manager would be compromised, then the Captain will appoint a member of the Captain's Committee to investigate. Should the matter go before the Captain's Committee it is important that this member takes no part in any hearing or subsequent penalty dispensed by the Committee.

If the Secretary/Manager is unable to resolve the complaint, or in their opinion the circumstances are such that informal resolution is not applicable, then the matter will be referred to the Captain's Committee. The Captain's committee will, having informed the accused of the full facts of the complaint against him, invite him to appear before them. Each member of the Committee will be served with a full set of statements pertaining to the complaint at least 7 days before the hearing. Should the accused admit the accusation before the need for a hearing, the Captain's Committee will pass the appropriate penalty they deem appropriate and convey their decision in writing within 7 days. Should the accused challenge the allegation, a date will be arranged for a hearing when witnesses can be called. In such circumstances the accused is entitled to receive a copy of the papers/statements as supplied to the Captain's Committee.

The accused will inform the Secretary/Manager or Captain of witnesses he wishes to call or supply statements he wishes to be read. The accused will be allowed one friend at any hearing. Should the friend be a Solicitor it is for the Committee to decide if they also wish to be legally represented.

At the conclusion of the hearing the Captain's Committee will rule on the evidence put before them and pronounce their verdict, which will be confirmed in writing to the accused within 7 days. Should the accused dispute the verdict of the Captain's Committee he will have 14 days in which to lodge an appeal. The Appeals Panel will be formed by five current Management Committee members, past

officers of the club, Past Captains and/or Past Lady Captains. The Appeals Panel will be provided with all the papers/statements and invite the appellant to address them before coming to their decision.

In extreme circumstances the Captain can suspend a member for a maximum 14 days, however a disciplinary hearing of the Captain's Committee will be held within 14 days of the occurrence. It is of paramount importance that the accused is not denied "natural justice" and the proceedings are fair. It is far better to hold an extra meeting than try to rush the matter through.

NOTE - As necessary please read she for he and her for him.