



## **PROCEDURE FOR COMPLAINTS ALLEGING MEMBER MISCONDUCT IN THEIR CAPACITY AS A MEMBER**

### **1. Introduction**

This document outlines the standard procedure for addressing alleged breaches of conduct, rules, or etiquette by members of the golf club. The aim is to ensure fairness, transparency, and consistency in managing disciplinary matters, upholding the club's reputation and fostering a respectful environment for all.

### **2. Scope**

This procedure applies to all members, guests, and visitors of the golf club. It covers any conduct, on or off the course, that may affect the club or its members.

### **3. Reporting an Incident**

- I. Initiation: The club, any member, staff, or non-member may report suspected misconduct or breach of club rules. Reports should be made in writing to the Club Secretary or Club President as soon as possible after the incident.
- II. The complaint may be about the conduct of the Member in their capacity as a Member, or possibly in some other capacity such as a member of the Management Committee or an employee of or contractor to the Club.
- III. Details Required: The report should include:
  - (a) Date, time, and location of the incident
  - (b) Names of individuals involved
  - (c) Description of the behaviour or breach
  - (d) Names of any witnesses

### **4. Preliminary Assessment**

- I. Upon receipt of a report, the Club President—or, if the report concerns the President, another member of the Management Committee—will conduct a preliminary review. to determine:
  - (a) If the allegation warrants a formal investigation
  - (b) If the matter can be resolved informally
- II. If the matter does not require further action, the reporting party will be notified with reasons.

### **5. Immediate Suspension in Serious Cases:**

In situations where the alleged misconduct is deemed serious and poses a risk to the safety, wellbeing, or reputation of the club or its members, the Club President (in consultation with the Management Committee) may impose an immediate temporary suspension of the

accused member pending the outcome of the formal investigation and any hearing. The member will be notified in writing of the suspension and the reasons for this action.

## **6 Formal Investigation**

- I. If the matter warrants further investigation, a Hearing Body (The Panel), appointed by the Management Committee, will handle the formal investigation. The Panel will usually comprise three impartial members, one of whom will also act as Secretary to the Panel.
- II. The Panel will:
  - (a) Notify the member who is the subject of the complaint of the appointment of a Panel, and the members thereof.
  - (b) Notify the accused member in writing of the allegations and invite a written response within a specified timeframe (typically 7 days)
  - (c) Interview relevant parties and gather evidence
  - (d) Maintain confidentiality throughout the process

## **7 Disciplinary Hearing**

- I. If deemed necessary and appropriate, the Panel will set a hearing date.
  - a. The accused member will be invited to attend, with the right to bring a support person. If the Member fails to attend the meeting the Panel may proceed in the Member's absence.
  - b. Both the complainant and the accused will have the opportunity to present evidence and call witnesses.
- II. The Panel will consider all information impartially before making a decision.

## **8 Outcomes and Sanctions**

In the event that the Complaint is upheld the Panel shall move to deciding a penalty which could be one of the following:

- (a) Reprimand.
- (b) Suspension from the Club.
- (c) Loss of membership of the Club.

## **9 Notification of Decision**

The decision, including reasons and any sanctions, will be communicated in writing to the involved parties within 7 days of the hearing.

## **10 Appeals**

Within 7 days of the Panel announcing its decision, both the Complainant and the Respondent may appeal the decision and the sanction, or the sanction only, to the Management Committee of the club. If any members of the Management Committee formed part of the original panel, those members can be asked to provide factual information or documentation to the Appeal Panel, but they may not sit on the Appeal Panel and may not take part in making the appeal decision.

Any such appeal is to be submitted in writing to the Club Secretary together with the grounds for the appeal, which are limited to one or more of fairness, process, or new information.

The appeal will be a review of the original decision, not a full rehearing of the matter.

The Appeal Panel will consider:

- documentation and evidence presented to the original Panel;
- the grounds of appeal; and
- any new evidence not available at the original hearing

The Appeal Panel may, at its discretion, seek further information or clarification from the parties.

The Appeal Panel may:

- a. Uphold the original decision and any sanction imposed;
- b. Vary the decision and/or sanction;
- c. Set aside the decision and refer the matter back for rehearing by a newly constituted Panel; or
- d. Dismiss the matter where appropriate.

The decision of the Appeal Panel shall be final and binding on all parties.

## **11 Records and Confidentiality**

- I. All documentation relating to disciplinary matters will be kept confidential and retained securely by the Club Secretary.
- II. Details will only be disclosed to those directly involved in the process or as required by law.