



Code of Conduct and Disciplinary Policy

1. Foreword

This document is a guide to members which summarises our Club's expectations of its members' and that of their guests and details the procedures to be followed by a member making a complaint. The guide also outlines the process Whitehead Golf Club Council will follow in dealing with complaints.

2. Introduction

This code of conduct is designed in light of experience to enhance the values of our club and to ensure that all members and their guests enjoy the game of golf in a pleasant and friendly environment.

The Club promotes the values of:

- a. Integrity
- b. Respect and
- c. Fairness

This code applies to all members of Whitehead Golf Club.

3. Definitions

For the purposes of this code Whitehead Golf Club uses the following definitions;

- a. Misconduct: Unacceptable or improper behaviour.
- b. Complaint:
 - An expression of dissatisfaction of a member that requires a response from the club's council, or
 - An expression of dissatisfaction relating to how a procedural matter was handled by the Council.

a. Definition of Misconduct

Misconduct, for the purposes of this Code, is the improper interference, in the broadest sense, with the proper functioning or activities of the Club, or those who work or play in the Club or action which otherwise damages the Club.

Subject to the general definition above, the following shall constitute misconduct:

- a. Disruption of, or improper interference with the administrative, sporting, social or other activities of the club, whether on club premises or elsewhere.
- b. Obstruction of or improper interference with the functions, duties or activities of any fellow member, member of staff or other employee of the club or any authorised visitor.
- c. Violent, indecent, disorderly, threatening, or offensive behaviour or language whilst on club premises or engaged in any club activity.
- d. Fraud, deceit, deception, or dishonesty in relation to the club or its staff or in connection with holding any office in the club or in relation to being a member of the club.
- e. Behaviour likely to cause injury or impair safety on club premises.
- f. Sexual, racial or any other form of personal harassment of any fellow member, member of staff or another employee of the club or any authorised visitor.
- g. The use of any unfair means in competition.



- h. Damage to or defacement of club property, the property of other club members caused intentionally or recklessly, or the misappropriation or misuse of such property.
- i. Conduct which constitutes a criminal offence where that conduct takes place on club premises or affects or concerns other members of the club or members of the public, or itself constitutes misconduct within the terms of this code, or is an offence of dishonesty, where the member holds an office of responsibility in the club.
- j. Members must not approach any member of council on the course to make a complaint or to discuss any issue concerning disciplinary matters.

b. Appropriate behaviour and golf etiquette for members.

Subject to the broad examples of misconduct herein, this code of conduct specifically states that the following are examples of appropriate etiquette.

- a. All the rules of the Royal and Ancient Golf Club of St Andrews (generally referred to as 'the rules of golf') apply, without exception. So too do the rules and regulations governed by Golf Ireland. Every member should try to become familiar with all such rules.
- b. All local rules, as displayed in the clubhouse or on the score card must be adhered to. Every member should become familiar with all local rules and to all changes to the local rules.
- c. The booking system is in use every day of the week and members should fill in their names where possible instead of using "with guest." Any member who is unable to play in their original please take their name off the timesheet so other members have the chance to play.
- d. Players must turn up in good time prior to tee time and report to club shop before commencement of play.
- e. Late competitors will forfeit their allotted time and wait until a time is available.
- f. Before commencement of play in a competition the member must pay the entry fee and sign in.
- g. While playing on the course members and their guests must:
 - Show respect to fellow golfers and staff.
 - Avoid the use of abusive or profane language.
 - Avoid slow play at all times.
 - Avoid the use of mobile phones where possible.
 - Not play until the group in front is out of range.
 - If a match fails to keep its place (one clear hole) it must allow the players behind through on request.
 - Must signal players behind to pass if searching for a ball for more than three minutes.
 - Must always repair divots.
 - Must repair plug marks on the green, including where practical the plug marks of others.
 - Must carefully rake bunkers after playing their shot and leave the rake inside the bunker.
 - Mark scorecards only after leaving the green.
 - Must mark one another's scorecard after each hole.
 - Must adhere to the Club's Dress Code as displayed in the club and also on the club website.



It should be noted also that:

- A single player has no status on the golf course.
- Members or guests must not play more than two balls while practising on the course.

c. While playing in competition:

- a. Members' scores must be recorded by the marker of the scorecard. Competitors must return all cards in competitions.
- b. Scorecards must be signed and have correct handicap.
- c. Local rules posted in the clubhouse or on entry to the course must be observed without exception.
- d. Only fully paid-up members of Whitehead golf club can participate in club competition after 31st March each year.
- e. It is the responsibility of each member to maintain his handicap record. When a good score has been achieved away, it is the player's responsibility to adjust his handicap according to the WHS and Golf Ireland rules.
- f. All notable scores obtained in other courses, including with societies, must be brought to the attention of the Handicap Secretary.
- g. Scores obtained on other courses will be monitored by match and handicap Committee.

d. In the Clubhouse:

- a. Members must adhere to the Club Dress Code.
- b. The clubhouse is frequented by all age groups, and it is important to be mindful. not to cause offence by improper utterances or bad language.

Note: The above is not meant to be an exclusive list of rules or etiquette and may be amended by (a) at a properly convened meeting of the council (b) at an AGM or (c) at an EGM of members.

4. Disciplinary Procedures

The council of Whitehead Golf Club will deal with all club disciplinary matters. The council will also deal with any complaint about the conduct of a member of Whitehead Golf Club at another Golf Ireland affiliated golf club in the same manner as if the offending conduct had occurred at Whitehead Golf Club.

All matters which breach this code of conduct shall be processed as follows:

- a. The Council may decide that no action is warranted resulting from a report of an incident brought to its attention verbally, or
- b. The Council having considered the alleged incident is of a serious nature shall investigate the matter further to examine all the facts pertaining to the alleged incident. The Council will adjudicate on the matter.
- c. Where an incident is witnessed by one or more committee members or where a number of verbal reports of an incident are made to the Council, the procedure outlined above will be followed.
- d. The Council will fully investigate all written complaints.



- e. In accordance with rule 11F of the Rules 2006 of the Club. In the event of a serious breach of discipline happening anywhere on golf club property, the Secretary in consultation with the Club Council shall have the authority to temporarily suspend any person involved until a Council meeting can be convened to discuss the matter.

Note: No action will be taken by the Council where reports of an incident are over-heard and commented on casually.

The following procedure must be followed by a member making a complaint.

A written complaint (including email) must be sent to the Honorary Secretary no later than 10 days after the incident which is the subject of the complaint. If the complaint directly involves the Honorary Secretary, the complaint should be addressed to Captain. If the Captain is party to the complaint, or is unavailable, the complaint should be sent to the Vice Captain or President.

Once the complaints' procedure is initiated by the Council as a result of any of the above the following procedure will apply:

- a. The member will be notified in writing or email of the complaint against him. A copy of the complaint will be enclosed. The member will be given at least 7 days' notice to attend the meeting for the purpose of responding to the complaint.
- b. Failure by the member to attend this meeting, without good cause, may result in immediate sanction.
- c. In the event that the complaint is challenged, the matter will be fully investigated.
- d. All parties to the complaint and relevant witnesses may be interviewed, if deemed necessary, by the Council.
- e. Having considered all the facts, the Council will decide whether or not to uphold the complaint. If the complaint is upheld the Council will decide what sanction is appropriate. In the case of a complaint being referred to a sub-committee, its findings will be considered by the Council in reaching its decision. The details of the decision will be recorded and minuted.
- f. The member will be informed of the committee's decision in writing or email within 10 days.
- g. The member may appeal the decision in writing or email to the Honorary Secretary within 14 days of receipt of the decision.
- h. The Council will then refer the appeal to the Disciplinary Appeals Committee. (Trustees)
- i. The Disciplinary Appeals Committee (Trustees) must meet within 7 days of receipt of the appeal. Its deliberations will include consideration of all the facts already presented, any new evidence that may be relevant and may include recalling witnesses.
- j. The Disciplinary Appeals Committee (Trustees) must present its findings in writing to the Council within 7 days of reaching their decision. The decision of the Disciplinary Appeals Committee (Trustees) will be final.

5. Sanctions

Any one or more of the following penalties may be imposed for a breach of the Whitehead Golf Club Code of Conduct as outlined in this document.



1. A reprimand.
2. A written warning as to future conduct.
3. Suspension from membership of the Club and its activities for a determined period.
4. Proposal to the Golf Ireland to suspend handicap.
5. A requirement from the Council that the member gives an undertaking as to future conduct in such terms and containing such conditions as the Committee may prescribe. A breach of this undertaking will constitute misconduct.
6. Expulsion from Whitehead Golf Club and all its activities.
7. Such other penalties as determined from time to time by the Council including but not limited to suspension from the club or suspension of handicap.

Note: In the case of a complaint of cheating the member will be disqualified from the competition and any prize received must be returned. Exclusion for a stated period or permanently from any part of the golf course or from the use of all of the facilities of the club.

Code of Conduct and Disciplinary Policy		Approval Date:	
		Review Date:	
		Version No:	1
Captain:	Sign:	Name:	
Hon. Secretary:	Sign:	Name:	