



## **Complaints Policy**

### **1. Introduction**

At Whitehead Golf Club, we strive to provide a positive and enjoyable experience for all our members. However, we understand that conflicts or Issues may arise from time to time. This complaint policy outlines the procedure to be followed when a member has a complaint against another member, ensuring that all concerns are addressed in a fair and timely manner.

### **2. Scope**

This policy applies to all members who wish to file a complaint against another member. It covers complaints related to member conduct, behaviour, rule violations, or any other matter that affects the club environment.

### **3. Filing a Complaint**

#### **3.1. Complaint Submission**

To initiate a complaint, the complainant must submit a written complaint to the Club's Management Committee, normally through the Honorary Secretary. The complaint should include the following information:

- Name of the complainant.
- Date of the incident.
- Detailed description of the incident, including any witnesses or evidence.
- Any previous attempts or resolve the matter
- Desired outcome or resolution sought by the complainant.

Complaints can be submitted in person, via email, or through a designated complaint form provided by the club.

#### **3.2. Timeframe for Filing Complaint**

Complaints should be filed within 14 days of the incident or discovery of the issue unless exceptional circumstances exist. Late complaints may be considered at the discretion of the Club's Management Committee.

### **4. Investigation and Resolution Process**

#### **4.1 Complaint Review**

Upon receipt of a complaint, the Management Committee will conduct a fair and impartial review of the matter. This may involve interviewing the complainant, the member against whom the complaint is filed, and any potential witnesses. The club may also gather any additional evidence or documentation relevant to the complaint.

#### **4.2. Confidentiality**

The Club will handle all complaints with the utmost confidentiality, sharing information only with individuals directly involved in the investigation process. However, it should be noted that complete confidentiality cannot be guaranteed, especially if the complaint leads to disciplinary actions or legal proceedings.



**4.3. Mediation and Resolution**

In most cases, the Club will attempt to resolve the complaint through mediation. A mediator, impartial to the complaint, may be appointed to facilitate dialogue between the involved parties and explore potential resolutions. Mediation is aimed at finding an agreeable solution for all parties involved.

**4.4. Disciplinary Actions**

If mediation is unsuccessful or the nature of the complaint warrants more severe action, the Club's Management Committee will inform the Club's Council who may initiate disciplinary measures as outlined in the Club's Rules 2006. These measures may include warnings, suspension, or termination of membership, depending on the severity of the offense and any previous incidents.

**5. Appeal Process**

If a member is dissatisfied with the outcome of the complaint, they may file an appeal within 14 days of receiving the decision. Appeals must be submitted in writing and addressed to the Golf Club Council. The appeal will be reviewed by an impartial party not involved in the initial complaint process, and a final decision will be communicated to the appellant within a reasonable timeframe.

**6. Non-Retaliation**

The Club strictly prohibits retaliation against any member who files a complaint or participates in an investigation. Any member found to engage in retaliatory behaviour may be subject to disciplinary action.

**7. Policy Review**

This complaint policy will be reviewed periodically by the Club Management to ensure its effectiveness. Amendments or updates may be made as necessary.

<b>Complaints Policy</b>		Approval Date:	
		Review Date:	
		Version No:	1
<b>Captain:</b>	Sign:	Name:	
<b>Hon. Secretary:</b>	Sign:	Name:	



## **Formal Complaints Procedure**

### **Stage 1 Complaint**

- a. An initial meeting will be organised by the investigation team, so that each party is met separately, starting with the person making the allegation. The alleged perpetrator will be provided with a copy of the complaint.
- b. The complainant and alleged perpetrator will be advised of the aims and objectives of the formal process, the procedure and approximate timeframe involved and possible outcomes.

### **Stage 2 Investigation**

- a. The Club will endeavour to maintain confidentiality throughout the investigatory process, insofar as reasonably practicable and appropriate under the circumstances. The investigation is focussed on fact finding; what did or did not occur.
- b. The investigation will be conducted in accordance with the Club's Complaints Policy.
- c. The investigation team will meet with the complainant and the alleged perpetrator and any known witnesses or relevant persons on an individual, confidential basis with a view to establishing the facts.
- d. Statements from all parties, including witnesses will be recorded in writing. Copies (or relevant extracts) will also be provided to the complainant and the alleged perpetrator.
- e. To be clear, it is not the role of the investigator team to uphold or dismiss allegations and/or impose sanctions.
- f. The investigation will be conducted objectively, with sensitivity, confidentially and with due respect to both the complainant and alleged perpetrator.

### **Stage 3 Outcome**

- a. The investigation team will consider all relevant information and reach a decision, as to whether, on the balance of probability, the behaviours and actions complained occurred.
- b. The investigation team may issue a report.
- c. If the investigation team concludes that the alleged perpetrator has a case to answer then they may recommend that consideration be given to invoking the disciplinary procedure.
- d. Club Council are the final authority for disciplinary action, if necessary.

### **Stage 4 Appeal**

- a. Either the complainant or the alleged perpetrator may appeal against the investigation teams findings, by submitting an appeal, in writing, setting out the reasons for the appeal, within 5 working days.
- b. The parties will be notified to whom the appeal should be made and the details of how the appeal process will operate.
- c. An appeal is not a re-hearing of the original issues. Rather the appeal will focus on the conduct of the investigation in terms of fair process and adherence to the formal process.