

Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way, or that the Club Rules, Policies or Code of Conduct have been broken they should follow the procedures below.

1. Within seven days of the incident taking place they should report the matter to the Club Secretary or another member of the Committee.
Your report should include:
 - i. Details of what, when, and where the occurrence took place.
 - ii. Any witness statement and names.
 - iii. Names of any others who have been treated in a similar way.
 - iv. Details of any former complaints made about the incident, date, when and to whom made.
 - v. A preference for a solution to the incident.
2. The Club's Management Committee will sit within fourteen days of hearing the complaint. They shall consider the complaint including calling any necessary witnesses to ensure that a fair hearing results.
3. The Club's Management Committee will decide on the complaint and may exercise the following punishment for any person found to have broken the Club's Rules, Policies or Codes of Conduct:
 - i. Warn complainant or respondent as to future conduct
 - ii. Suspend either from membership
 - iii. Remove either from membership