



Club Complaints Policy

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

1. Notification of the incident shall be made in writing to the Club Secretary or another member of the Committee (please see committee).

The report should include:

- a) Details of what, when and where the occurrence took place.
- b) Any witness statements and names.
- c) Names of any others who have been treated in a similar way.
- d) Details of any former complaints made about the incident, date, when and to whom made.
- e) A preference for a solution to the incident.

2. The Club's Executive Management Committee will sit for any hearings that are requested.

3. Proceedings shall be conducted how, when and where the Club's Executive Management Committee considers appropriate.

4. The Club's Executive Management Committee will give no less than Seven days' notice of the date, time and venue of any hearing.

5. The Club's Executive Management Committee shall proceed in the absence of any individual, unless it is satisfied that there are reasonable grounds for the failure of the individual to attend.

6. The Club's Executive Management Committee will have the power to:

- a) Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
- b) Suspend from membership.
- c) Warn as to future conduct.

7. Decision of the Club's Executive Management Committee shall be final and there shall be no right of further challenge.

8. Within Seven days of any hearing, written reasons for the decision and copies of minutes from the hearing will be sent to the individual concerned.