



Disciplinary Policy

Purpose:

- To ensure members and guests of Greenacres Golf Club know and understand the standards of behaviour expected and the process for dealing with complaints when those standards are breached. The Policy and Code of Conduct shall apply at all times when at Greenacres Golf Club or representing Greenacres Golf Club in outside competitions.

Code of Conduct:

- As a member of Greenacres Golf Club a certain standard of behaviour is expected that reflects the basic requirements of sportsmanship, integrity, courtesy and respect to be shown to all other members, competitors, officials, staff, volunteers and the public.
- Members will uphold the values of our Club **(B.E.S.T.)**
 - Belief in an open, honest, inclusive, and fair play environment
 - Enjoy a supportive atmosphere working together to achieve success
 - Strive for continuous and innovative improvement
 - Trust and Respect, in the Club, its heritage and future directions
- Matters of conduct likely to reflect unfavourably on the game include:
 - foul and abusive language
 - failure to adhere to the club rules and etiquette of the game of golf
 - unsportsmanlike conduct and unnecessary gamesmanship
 - physical violence and threatening behaviour
 - criminal conduct
 - failure to comply with any penalty imposed under these rules
- A person engaging in any behaviour that may be detrimental to the game of golf or Greenacres Golf Club is in breach of the Policy and should be reported to the Club Manager.
- It is in the best interests of the game that such behaviour is reported and all players, members and members of the public are encouraged and have a duty to report such behaviour.

Complaints Procedure:

- The Board will oversee the complaints procedure and will conduct investigations, hearings and impose penalties, as outlined in this policy, as may be deemed necessary.
- The Board is responsible for implementing the policy in a fair and impartial manner. The President will act as Convenor.
- Once a complaint is received the Club Manager will determine the nature of the offence and if necessary grade it according to the Grades Chart and take the appropriate action.

Grading of Complaints:

- All complaints and charges are graded 1 to 3 with 1 being the lightest grading and three the most serious. This is done by following the Complaints Procedure Chart as well as the following notes:
 - The Club Manager is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a member may receive. Therefore, consistency of grading across offences is important and it is a requirement that records are kept to support the grading process.
 - On some occasions, the Club Manager may not recommend a grading because of the seriousness of an incident and may automatically refer the charge to the Board. The Board also reserves to itself the right to investigate any matter on its own motion and whether any outside or member complaint has been made or not.

Board Functions:

The Board will meet as required to perform the following functions:

- Review complaints information notices in relation to grade 1 offences and ensure consistency in application
- Consider all grade 2 and 3 offences and appeals to grade 1 penalties
- Where necessary hold investigations, including a hearing into the complaint
- Hold hearings in respect to any appeal over which it has jurisdiction

For the more serious grade 2 and 3 the Board may, after initial investigation, find the conduct being complained of is such that the Board considers the same a serious violation of the club rules under the rules of golf or behaviour and which might be likely to bring the club into disrepute.

The Board may take further action by way of suspension or expulsion but shall first give written notice to the member stating the complaint and allow the member a reasonable opportunity to be heard on the matter and/or provide a written response.

At any hearing the Board may ultimately regulate the procedure of the hearing and the Board and/ or member may each be represented by Legal Counsel. For the guidance of members, complainants and the Board, it is expected that as a minimum requirement the Board shall follow the procedures set out below:

- Any investigation undertaken by the Board will be conducted in a fair manner
- Written notice will be given to the member against whom the complaint has been made, providing the member with all the information the Board has received
- Reasonable time and opportunity will be given for the member to provide a response either written or verbal (in a hearing) or both
- If the complainant is a Board member they are not entitled to be part of the Board for the purpose of hearing and responding to the complaint
- The Club Manager's role is limited to providing a report or acting as a witness
- The Board may engage legal counsel which shall be limited to advice in respect of matters of process and any legal issues arising in the course of an investigation and /or hearing
- The Board shall give written reasons for its decision
- The Board may adjourn following a hearing to take time to consider its decision
- The Board shall advise any member of their rights to appeal and the time limits within which such or any appeal must be made
- The Board shall keep a record of disciplinary determinations made by it
- Any Board decision in relation to a complaint shall, subject to any appeal, be final.

Decisions and Penalties:

- If a Grade 1 complaint is upheld by the Club Manager, the decision will be given within 5-10 working days with reasons for the decision and any penalty imposed.
- If a Grade 2/3 or Grade 1 suspension/ expulsion complaint is upheld by the Board, it shall give its written decision within 5-10 working days. The Board will advise with reasons for the decision and any penalty imposed.
- In some cases the conduct complained of may constitute a criminal offence, in which case the matter should be referred to the Police. Even if the matter is referred to the Police however, the board may still continue its own investigation and follow up of the matter.

Appeals:

- There shall be a right of appeal to the Board for Grade 1 offences where the Club Manager decided and issued a verbal or written warning to a member.
- Grades 2 and 3 have automatic right of appeal to the Board.
- Appeals must be lodged within 5 working days of the decision being received by the member.
- In the case of an appeal against any decision these may only be made on one or more of the following grounds:
 - That the procedures were not followed fairly
 - That the Club Manager or Board acted outside of their powers and/ or jurisdiction
 - That substantially new evidence (which could not reasonably be discovered at the time of the initial complaint) has subsequently become available after the decision which is being appealed against was made
 - In respect of a penalty imposed, that the penalty was either manifestly excessive or inappropriate considering all the circumstances

Policy Reviewed – Every 3 years

Date Implemented	Date of Last Change	Next Review Date	Policy Approval Date
November 2020		November 2023	