

WOODEND BOWLING & TENNIS CLUB COMPLIANTS PROCEDURE

If any employee, member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedure below.

1. The complainant should report the matter in writing to the Committee of Management addressed to the Secretary and/or any other member of the Committee of Management. The Committee of Management shall acknowledge receipt of complaint within 7 calendar days.
2. The report should include:
 - a) details of what occurred;
 - b) details of when and where the occurrence took place;
 - c) any witness details and copies of any witness statements;
 - d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
 - e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
 - f) an indication as to the desired outcome.
3. If the person accused is an employee, the Committee of Management will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.
4. If the person accused is a non-employee, the Committee of Management or representatives of the Committee of Management:
 - a) will request that both parties to the complaint submit written evidence regarding the incident(s);
 - b) may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;
 - c) may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
 - d) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):
 - I. warn as to future conduct;
 - II. suspend from membership;
 - III. remove from membership;
 - IV. exclude a non-member from the facility, either temporarily or permanently; and
 - V. turn down a non-member's current and/or future membership applications.

- e) will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

Either party may appeal a decision of the Committee of Management to the Chair (including a decision not to hold a hearing) by writing to the [Secretary of the Committee of Management] within 3 months of the decision being notified to that party.

The Chair will appoint 2 members of the club along with the Chair to form an appeal hearing subcommittee who shall consider the appeal and uphold or dismiss the appeal based on the evidence presented. The appeal hearing shall report their decision to the Committee of Management who shall inform both parties of the outcome.

It is envisaged that all complaints would be notified to the Committee of Management in writing within 6 months of the event taken place to preserve the integrity of the Club.