



While many concerns can be dealt with in an informal manner to the satisfaction of all concerned, it is advisable that detailed records are maintained in respect of all complaints and that all parties are advised of the formal complaints and appeals procedure. All reasonable efforts to resolve matters should be exhausted before accessing this procedure.

1. Any Club member who has a complaint or concern should bring it to the attention of the Club Secretary in the first instance. The complaint or concern should be in writing and should outline all relevant details and other parties involved. If the Club Secretary is the person who is being complained about, the Club member should bring the complaint or concern to the attention of any member of the Board.
2. The complaint or concern should then be brought to the attention of the Board by the Club Secretary.
3. Where a complaint is deemed minor by the Board, the Board may proceed to deal with it, and take such action or impose such sanction as is reasonably proportionate in the circumstances in line with the within procedure. The Board will record the outcome of the complaint and any actions taken.
4. If deemed appropriate, the Board may refer a complaint to mediation, and recommend that a Club member attend before taking any further steps.
5. Where a complaint is deemed sufficiently grave by the Board, the complaint will be referred to a Disciplinary Committee, nominated by the Board, for consideration.
6. The Disciplinary Committee will consist of three Club members. Where there are potential conflicts, due consideration should be given to ensure the independence of the Disciplinary Committee and therefore, it is advisable that members of the Disciplinary Committee should not be Board members. Any member nominated by the Board to sit on the Disciplinary Committee should inform the Board of any actual or perceived conflicts of interest and step down as soon as reasonably practicable.
7. The Disciplinary Committee should furnish any participant with details of the complaint being made against them and afford them the opportunity of providing a response either verbally or in writing.
8. The Disciplinary Committee should then hear the case of all parties involved and decide if the Code of Conduct has been infringed. Any party who attends may be accompanied and has the right to cross-examine witnesses.
9. If a breach of the Code of Conduct is upheld by the Disciplinary Committee following the hearing of a complaint, the Committee should determine a proportionate sanction in line with this procedure. The Disciplinary Committee should then inform those involved of their decision and of any sanctions arising, if any are to be imposed. This notification should be in writing, setting out the reasons for the sanction, with reference to the code of conduct. The Disciplinary Committee will also provide a written report of the evidence presented to the Board.
10. Any party unhappy with the findings of the Disciplinary Committee can appeal the decision in writing to the Board, giving their reasons for appeal. This must be done within 10 calendar days.

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11. The Board will then review the decision of the Disciplinary Committee and all the documentary evidence. The Board has the power to uphold or reject the appeal or to vary, alter or set aside any sanction imposed by the Disciplinary Committee.
12. Sanctions for any complaint may include verbal warning, written warning and/or suspension from some or all Club activities for a period of time. Sanctions in respect of more serious complaints may, in addition, result in expulsion from the Club. Persistent minor breaches of the Code of Conduct may be categorised as a serious complaint.
13. Written confidential records in relation to disciplinary proceedings should be safely and confidentially kept on file. The length of time the records should be kept will be in line with the Club's GDPR policy.

Approved by Board: 24/11/2024

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