

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. If the matter is a child protection issue or involves anyone aged under 18 years, it should be reported to the club protection officer.
2. For all other complaints the matter should be referred to the Bowls Club chairman or secretary.

In the first instance it is hoped that this can be resolved informally by mediation.

If this is not possible a written report should be made to include :

- i) Details of the incident
 - ii) The date and time the incident occurred
 - iii) Names of any witnesses or people present at the time of the incident
 - iv) Statements from any witnesses
3. The club chairman or secretary will refer the information to the club complaints committee. The designated committee will be made up of 3 members consisting of members who will be elected from the committee at the first meeting after the AGM.
- The committee must:-
- i) Treat every report as confidential
 - ii) Not discuss any matters with anyone outside of the committee other than to request expert advice
 - iii) Declare immediately if they have a conflict of interest
 - iv) Treat each reported incident fairly and equitably
4. The complaints committee will have the power to:
- i) Issue a verbal warning as to future conduct
 - ii) Issue a written warning as to future conduct
 - iii) Suspend from activities or membership for a period of time
 - iv) Remove/expel from the club.

The complaints committee will inform the main committee of their decision

5. If the member or complainant disagrees with the decision and wishes to appeal, the matter can then be taken to the Appeals Committee which will consist of the President and two committee members who were elected at the first meeting after the AGM.