

# Procedure for Dealing with Behaviour Complaints

## Policy:

The Committee of Management of the Redland Bridge Club wants to ensure that all members and visitors can enjoy the amenities of the club in a pleasant atmosphere where they feel safe and comfortable.

## Procedure:

A member complaint regarding behaviour infractions of the Laws of Bridge that occur during play will be dealt with by the Director of the day in accordance with the Laws of Bridge.

If a member feels that they have been subjected to behaviour constituting significant rudeness, harassment, insinuations, profanity, threats of violence at any time within the club, the management committee should be informed.

No complaint concerning a breach of club rules or the Laws of Duplicate Bridge will be accepted by the management committee unless the complaint is made in writing and signed by the complainant. Directors noting instances of unacceptable behaviour during a session of bridge will report such instances to the club secretary in writing.

At all times and in every instance, the accused person must be given the right of reply to the accusation before any decision is made by the management committee. At all times, any person in any way connected with any parties in the complaint shall exclude themselves from the deliberations.

On receipt of a written complaint/report, the management committee may:

1. Resolve the matter by discussion, or
2. Issue a reprimand (written or verbal), or
3. Refer the complaint to an ad hoc subcommittee for further examination before proceeding to determine the matter.

The subcommittee will be comprised of at least three members of the management committee who are not in any way connected with any of parties. The subcommittee will undertake a fair hearing of the facts involved in the matter through discussion with the complainant/s, the person being complained about and any witnesses. Upon completion of its inquiry into the matter, the subcommittee will make a recommendation as to what action may be taken by the management committee in accordance with Section 22.2 of the Constitution.

No member shall be given a reprimand, disciplined, suspended, or have their membership terminated before being given the opportunity to present their case in writing and/or in person to the ad hoc subcommittee and/or the management committee.

Adopted by the Committee of Management on 9 July 2018

## Behaviour Complaint Form Redland Bridge Club

(When completed please return in a sealed envelope to a committee member)

Please complete in as much detail as possible. Information that will be helpful to the management committee is: day/date of incident, names of witnesses, was the director called and if so, who was the director and what penalties that were applied. Any dialogue to be recorded verbatim ie I said/ they said. (Attach additional pages if necessary)

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Name

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Signature

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Date