

SCOPE

This policy applies to all staff, Members, Green Fee Players and Committee Members.

INTRODUCTION

This policy is based on the premise that every employee, Member and non member is entitled to fair and non-discriminatory treatment that is respectful of individual and cultural differences. To provide a transparent and fair process to deal with complaints, inappropriate behaviours and attitudes that all members, staff and non members are aware of. Any breach of this policy shall be considered serious misconduct, and may lead to remedies and a course of action for resolution.

The purposes of the policy are:

- To treat all complaints positively and seriously
- To provide a structure and procedures for complaints to be communicated to the appropriate people
- To ensure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible resolved and that relationships are repaired
- To maintain confidentiality and the rights of all individuals involved

1.0 Complaints

- Any person may make a complaint about matters relating to the OBGC, facilities, services, staff or incidents.
- Any complaint made on behalf of someone else maybe made providing that consent from the person has been obtained eg legal parent.
- Any person making a complaint has the right to make a complaint in a manner that is easiest for them

2.0 Acknowledge Complaints

- When a complaint is received the first responsibility of the organisation is to ensure the person's immediate needs or personal, emotional safety is secure.
- The complaint will be acknowledged verbally or in writing within 48 hours.
- Complaints Procedures and Guidelines to be followed.

3.0 Complaints Procedures and Guidelines

- The complaint will be directed to the Complaints Sub-Committee immediately.
- The individual will be contacted within 48 hours to acknowledge the complaint.
- Complaints of a serious nature that require an investigation must be in writing.
- The Complaints Sub Committee will convene within three working days to:
 - review the complaint
 - set out a process of investigation and assign members to gather and check facts

- the complainant will be informed of the process and the time it will take
- A complainant who requires action that involves another party must be prepared to be identified and have allegations made in writing read to the person who is the subject of the complaint.
- The complaint will be directed to the person/s involved as soon as practicable and that person will be given the opportunity to respond.
- If an investigation is taking longer than expected the complainant will be informed
- An Investigation may seek meetings, interviews, written notes, phone call, witnesses etc
- Sub- Committee to reconvene and discuss the outcomes of the investigation and review all evidence and facts of the complaint. A set of recommendations are agreed to be actioned to remedy the complaint and provide a the fairest outcome to all parties. This remedy and resolution affected within seven working days.
- The complainant and other parties will be informed of the outcome, and remedy directly by the Sub - Committee and followed up in writing.
- At all times accurate written information and facts will be kept of file by the Sub - Committee

4.0 Remedy

In the case where a complaint laid is of a serious nature and found to be accurate the following steps will be recommended to be actioned by the Complaints Sub-Committee.

Serious behaviours being: Verbal Abuse, Aggressive, Disrespectful, Demeaning, Threatening, and Harassment

Step 1:

Verbal Warning: Face to face meeting with the party outlining the serious nature of the behaviours and the remedy being undertaken. A letter outlining the complaint, the inappropriate behaviours that have been investigated and substantiated.

The warning will be placed on record for 2 years.

Step 2:

Written Notice: A face to face meeting with the party to discuss a letter outlining the complaint and inappropriate behaviours that have been investigated and substantiated. This is a formal written notice as a second complaint of behaviour that has been verified. The letter will also outline if a third complaint is laid within 2 years the party will be stood down from the club, facilities and course.

The warning will be placed on record for 2 years.

Step 3:

Stand Down: A face to face meeting with the party to discuss a letter outlining the complaint and inappropriate behaviours that have been investigated and substantiated. This is the third complaint within a 2 year period, automatic stand down period of four months attending the course and club will be put in place.

If any behaviour or actions by any member, staff and non member are deemed illegal or threatening harm then the complaint will be immediately forwarded to the Police for investigation and action.

Signed: *PP Complaints Committee*

Date Signed:

Date of Ratification: July, 2021

Next Review Date: 2023