



Elfordleigh Golf Club

Complaints Procedure

Complaints may be made by any person including a competitor, member, visiting guests, other associated golf club members, and members of the public.

Complaints must be made in the first instance to the Golf Club Committee within 3 working days of the matter occurring. These must be then followed up in writing in an acceptable time-frame.

Once received, the Chairperson will appoint a Complaints Secretary to investigate the offence and determine whether further action is required.

The Proprietor must be kept informed of any serious matter that may be to the detriment to the wider business and where withdrawal of membership is the recommended outcome the Proprietor has the final say.

The Complaints Secretary will grade the complaint 1-3 (*see appendix 1*). The grading allocated will determine the action taken and potential penalty. On some occasions, the Complaints Secretary may not recommend a grading because of the seriousness of an incident and may automatically refer the charge to the Disciplinary Committee.

The Complaints Secretary will be responsible for keeping all parties involved informed about the complaints process and keeping records to support the grading process.



1. If the matter is Grade 1, of a minor nature, the Complaints Secretary will discuss the complaint with the person(s) involved and deal with the complaint by either dismissing the complaint or deal with it by way of the first step in Appendix 2 whereupon the matter will be closed
2. If the matter is Grade 1, but the person involved has already had step one of Appendix 2, then the Complaints Secretary will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of the second step in Appendix 2
3. If the matter is a Grade 2 or 3 offence, or involves a Grade 1 suspension or expulsion, the Complaints Secretary will carry out a preliminary investigation and gather all the facts of the complaint as is reasonably available within seven days from the receipt of the Complaint notice. This may include speaking to the accused person and getting a written report from that person. The matter will then be referred to The Disciplinary Committee. If a complaint is upheld by the Disciplinary Committee, it shall give its decision in writing, within 5 days, with reasons for the decision and any penalty imposed.

A clean slate policy will apply to any offence after a twelve-month period from the date of last penalty.



Appendix 1

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

Grade 1 Offences

- Bad language
- Improper treatment of equipment, including throwing of clubs
- Use of club other than within the intentions of the game e.g. damaging trees with clubs etc
- Ill-mannered behaviour
- Failure to complete a round when representing the club in any sanctioned tournament/inter-club match

Grade 2 Offences

- Behaviour bringing the club into disrepute
- Theft of minor items
- Excessive or offensive bad language
- Verbal abuse or threatening behaviour to another player
- Breaking clubs

Grade 3 Offences

- Any serious misuse of alcohol or drugs on the course or club premises
- Serious theft
- Assault of a player, official, member, guest or member of the public
- Sexual or verbal harassment



Appendix 2

Grade 1 Offence

If no previous offences any one of the following process will be adopted:

1. Verbal warning with notice on file
2. Written warning issued to member
3. Penalty of suspension

If the next incident is a Grade 2 offence, then that process will override the above.

Grade 2 Offence

If no previous offences any one of the following process will be adopted depending on the seriousness of the offence:

1. Written warning issued to member
2. Penalty of suspension
3. Penalty of expulsion

If the offence is considered serious, or there are other recent offences, then a step can be passed at the discretion of the Disciplinary Committee.

Grade 3 Offence

Depending on the seriousness of the offence any one of the following actions may be adopted;

1. Written warning issued to member
2. Penalty of suspension
3. Penalty of expulsion



Disciplinary Committee Functions

The disciplinary committee will meet on an as required basis to perform the following functions:

- Review complaints information notices in relation to grade 1 offences and ensure consistency in application
- Consider all grade 2 and 3 complaints and appeals to a grade 1 penalty
- Where necessary hold investigations, including a hearing into the complaint or appeal

Notice of any hearing of the Disciplinary Committee shall be given, in the case of a complaint, to the person or persons the subject of the complaint and the complainant; and in the case of an appeal, to the persons affected by the appeal and the appellant.

The notice will specify the date, time and place of any hearing and will be accompanied by copies of all material relevant to the complaint. The notice will also specify if the hearing is to be attended by written submissions or whether the parties are required to attend in person, with the opportunity to have representation also attend. Hearings will be in private with only the accused and his/her representative and the Disciplinary Committee.

No formal legal representative or counsel shall be entitled to attend, provided that the Disciplinary Committee may receive such legal advice as it deems necessary.

Any participant to the hearing will advise if a conflict of interest could be lodged by any party.