

Background

Any member wishing to express a concern or complain about a matter that they believe to be conduct unbecoming or considered to be harassment, abuse, other unfair behaviour against another member, or in breach of the bowling club's by laws or code of conduct should, in the first instance, direct their concern to the President directly or to the Secretary of the Bowls Committee in writing or email.

Complaints



All complaints will be treated seriously and treated as promptly as possible, following confidential and trustworthy procedures, based on the principles of natural justice by the committee of management.

Vexatious Complaints & Victimization

If at any point in the complaint process it is considered that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the club's board and appropriate action taken.

Disciplinary Measures

If the complaint is sustained, any disciplinary measure imposed under must:

- be fair and reasonable.
- be based on the evidence and information presented and the seriousness of the breach.
- be within the powers of the Mathoura & District Servicemen's Bowling Club Ltd. to impose the proposed sanction.

All members are expected have read and understood this policy.